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Children’s Hospital Announces $1 Million Gift from New England Federal Credit Union

On December 11, former patients of the UVM Children’s Hospital Neonatal Intensive Care Unit (NICU), their families, clinicians and hospital leaders, gathered to celebrate a $1 million donation from New England Federal Credit Union (NEFCU). The donation kicks off a project to renovate the UVM Children’s Hospital’s NICU.

While still in the early planning stages, the renovation aims to improve efficiency of the NICU by moving it from two floors in the hospital onto one floor, and provide a more welcoming environment for families.

The event opened with remarks from 13-year-old Wolcott resident Dalton Draper, who was born prematurely at 32 weeks and spent the first 29 days of his life in the NICU at UVM Children’s Hospital. Now, because he feels lucky to be healthy and active, he raises funds for the UVM Children’s Hospital. “Although I don’t remember much [from my stay],” he said to laughter, “I’ve always heard my mom tell stories. She was young, and she was scared,” he said. “Thankfully there were plenty of doctors and nurses to help her through it. Scary things like breathing tubes and blood transfusions, and even the little stuff, like they helped my mom celebrate when I didn’t need the breathing tube after a while.”

John Dwyer, president and CEO of NEFCU, announced the $1 million gift on behalf of the organization’s members, and noted that NEFCU has been involved with the UVM Children’s Hospital for more than a decade. Said NEFCU Knowledge Management System Administrator Charity Kehaya, “When my son was born, he was delivered via emergency C-Section and spent 5 weeks in the NICU here. I wasn’t able to see my baby the day he was born, so the nurses took photos of him and gave them to me in the maternity ward,” she said. “That was such a meaningful gesture.”

Chuck Mercier, MD, chief of neonatology and professor of pediatrics, and Michele Bouchard, R.N., nurse manager for the NICU, spoke together about the need for renovating the NICU to improve the family experience. “This is about improving the family experience, and it’s a powerful opportunity for us to match the high quality of care we provide to our NICU patients with a truly supportive environment for their families,” Mercier said.

Lewis First, MD, chair of pediatrics at the UVM Children’s Hospital and UVM Larner College of Medicine, described how it felt when his granddaughter was born 6 years ago with a medical emergency, and was a patient at the NICU. “I had to step back and allow the care team to get to work,” he said. “Today she’s in first grade.”
Celebrating the Season

Employees from across the organization paused in their busy days to enjoy a festive holiday meal.
Employees Share Holiday Meal Favorites

Food, glorious food! What we eat reflects who we are, where we came from, and so much more. For many of us, holidays mean more-than-enough food, but also the great joy in sharing rituals, tastes—and time with those we love. Here, just a few of our employees, from the U.S. and around the world, share their favorite holiday meals.

GENEVIEVE MELLE, PATIENT SERVICE SPECIALIST
“My favorite holiday dish is the famous Buche de Noel. I come from France, and we always had the Buche de Noel at Christmas. This is an ancient tradition in France—it used to be people would save the most beautiful “log” for the holy days. Of course, this was quickly transformed into everyone’s favorite dessert. When I first arrived in the United States in the early 80’s, I could not find my favorite Christmas dessert anywhere. I have since made my own, varying the flavors each year.”

STEPHEN GRAVES, EQUITY, DIVERSITY AND INCLUSION PROGRAM MANAGER
“In the South, we prepare collard greens and black-eyed peas. Black-eyed peas represent good luck and collard greens symbolize money and success.”

ISLANE LOUIS, RN
“One of my favorite foods is squash soup, which we eat on January 1, Haitian Independence Day—the anniversary of Haiti’s liberation from France. According to history, within the France colony in Haiti, this soup was off limits to the slaves. The soup was considered superior, and as the slave were considered as lower class they were not allowed to drink it. On January 1, Haitians residing throughout all spheres of the world drink this soup to celebrate the first successful slave rebellion that centralized power into its slave majority, and as a way to demonstrate that everyone is equal. Cooking and eating the soup on New Year’s Day is our way to celebrate freedom.”

JULIE SLOMA COHEN, COMMUNICATIONS STRATEGIST, MARKETING & COMMUNICATIONS
“The foods we eat during Chanukah, the Jewish Festival of Lights, are mostly fried in oil, because the holiday primarily commemorates the miracle of the small amount of oil in the Jerusalem temple in 168 BCE burning for eight days instead of one. Potato latkes (potato pancakes) are a staple during the holiday for my family. I remember my parents making them for me and my brothers when we were young, and I always made them for my family. My sister-in-law, who is Israeli, introduced sufganiyot to our family gatherings during Chanukah, which are similar to jelly donuts. The most important thing for me, though, is cooking the food together as a family, making an incredible mess because of all the oil. It’s all part of the fun.”

KRISHNA KHATIWODA, ENVIRONMENTAL SERVICES WORKER II
“In October of each year, we celebrate Dashara, a Hindu festival. Dashara that celebrates the victory of the forces of the good over the foes that resist light. We make a rice dish that is fried in butter and cooked with milk, and we also eat goat meat that is cooked with onions, oil, cilantro and garlic. It’s delicious!”

Continued on page 5
**Project Search Intern Builds Skills**

This past summer, Project SEARCH kicked off at the UVM Medical Center for the first time. Project SEARCH is a workplace immersion program for students with intellectual disabilities in their final year of high school. It is a one-year program and over the course of it, students will have three different ten-week internships. All of these internships take place in different departments at the UVM Medical Center. This is the second in a series of stories following Project SEARCH students.

Over the past few months, Demetrius Reeves has been interning with Project Search on our main campus. His first internship was in the linen department, where he picked up dirty linen and delivered clean linen to four patient care units.

On a typical morning, Demetrius takes the bus from Essex to arrive in time for class, where he meets with the other interns. After finding out his schedule for the day, he heads over to the main campus. He has just finished up his first internship and will soon start his next one: doing laundry. “I’m excited for the next internship,” he says. “I’m looking forward to meeting new people.”

Meeting new people and making new friends is Demetrius’s favorite part of the Project SEARCH experience. “My favorite day was the first day, when Project SEARCH started and I got to meet all the other interns.”

Through Project SEARCH, Demetrius has gained a lot of new skills, like learning how to clock in and out at a job, time management, and interviewing experience. When Project SEARCH ends, Demetrius hopes to continue working at hospitals and build on his experiences here.

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**GREG LAMOY, EMPLOYEE WELLNESS SCREENING SPECIALIST**

“A favorite holiday food in our house is seafood chowder. Every Christmas Eve my mother-in-law makes a gigantic batch full of the most delectable sea creatures including lobster, shrimp, scallops and fish.”

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**Table Top Exercises for Miller Opening Continue**

Preparations continue for the June 1 opening of the Miller Building. Staff participated in a table top move exercise earlier this month.
You may have noticed a new sculpture outside of The UVM Medical Center. This sculpture is titled “Clean Sweep” by artist David Stromeyer. This piece was donated by Howard Schapiro, MD, and his wife, Jan Carroll, MSN, MPH, FACHE as a way to express their gratitude for The UVM Medical Center.

Says Dr. Schapiro, “We both care deeply about the medical center, having worked here for most of our professional lives. This gift is an expression of our appreciation for the opportunity to have the ability to work here and help people.”

Dr. Schapiro, a Larner College of Medicine alumnus and anesthesiologist, has worked here for over 35 years and now holds the title of Chief Clinical Integration Officer for the UVM Health Network. Jan is the former Administrative Director of Nursing for the UVM Medical Center and current Chief Nursing Officer of the St. Lawrence Health System in northern New York.

Dr. Schapiro and Jan were introduced to the artist, David Stromeyer, in 2013. “Clean Sweep” was one of the pieces that really caught their eye, but they also wanted something with a bit more color, so they also purchased a piece titled “Fugue.” When they moved from their former home, they chose to donate the sculptures to the UVM Medical Center and The University of Vermont. The medical center placed “Clean Sweep” on the Hilton Wick Plaza and the University placed “Fugue” outside the new Wellness residence hall.

In addition to the two sculptures, Howard and Jan have gifted several paintings and prints to the UVM Medical Center to share with patients, families and providers.

“Audi Laurel, RN
Palliative Care Specialist, Palliative Care
“It is really important to have art around. It draws your attention away from daily humdrum and makes you think in different ways. It is also great for patients and families to have that distraction and have something that makes them look up and think. I think that’s helpful and, in some respects, healing.”

Howard Schapiro, MD, Chief Clinical Integration Officer

Faces
of The University of Vermont Medical Center

“Audi Laurel, RN
Palliative Care Specialist, Palliative Care
“I love this work that I do—it is the epitome of the ‘art and science’ of medicine. Sometimes I am the teacher; but mostly I am the student.”
Go Green! By Danielle Calaway

In October, Employee Wellness and the Sustainability Council sponsored the Go Green, Save Green challenge, a campaign to help employees take small steps to help the planet—and their wallets.

SMALL ACTIONS, BIG RESULTS
As part of Go Green, Save Green, The UVM Medical Center joined the Northwest Earth Institute EcoChallenge, a three-week online sustainability competition. Participants earned points for completing green actions, like eating locally, carpooling, composting, and more. To kick off this challenge, we randomly distributed over 400 LED lightbulbs to employees.

The UVM Medical Center team finished in ninth place out of 842 teams from 79 countries. Through our collective action, we saved 1173 pounds of CO2. That’s like removing 251 cars from the road for a year!

Winners were randomly selected from the EcoChallenge team to receive the prizes such as an Intervale Winter CSA Share, a kitchen composting machine, and a $100 Gardener’s Supply Gift Card.

GO GREEN, SAVE GREEN FAIR
On October 17, sustainability experts from the community and our organization gathered for a Go Green, Save Green Fair in the Davis Concourse. Employees learned how to improve their homes, finances, lifestyles, and more.

Right: Leah Pryor, Chef Educator, Nutrition Services.

We were pleased to host, Efficiency Vermont, Burlington Electric Department, NEFCU, SunCommon, CATMA, and Casella. Our own experts from Facilities Management, Environmental Services, Nutrition Services, Culinary Medicine, HR Benefits, and Employee Wellness offered additional education, interactive activities, and support.

JAN GANNON
EHR Application Analyst Lead, Clinical and Technical EHR
“I love problem solving and challenging issues. Even though I don’t have direct patient contact, I know what I do plays a big part in the care of our patients.”
Making an Impact

Medical Student Juggles Busy Family Life, School

Each year, The Vermont Medical Society Education and Research Foundation awards a scholarship to a medical student who is dedicated to practicing medicine in Vermont and caring for Vermonters. Medical student Jennifer Boccia perfectly fits this description.

Jennifer knows that she wants to stay in Vermont. “I’d love to work in a tiny little critical access hospital somewhere, have a house out in the woods,” she says. During her journey through medical school, she has worn five different badges, all with different titles. She’s been a mental health tech, nursing student, nurse, nurse assistant manager, and medical student.

Initially, she never saw herself going into health care. She grew up around Dallas, Texas, and moved to Vermont to attend Goddard College, where she met her husband. She didn’t start thinking about nursing until she was pregnant with her first child. “I started reading books about pregnancy and health care—it was utterly fascinating. That’s what sparked my interest,” she says. She was then inspired to take nursing prerequisites and apply to the nursing program at UVM, where she was accepted.

Jennifer worked as a mental health tech on Shepherdson 3 and Shepherdson 6 while she attended nursing school, but after getting through the first year, she changed her career path again. “I realized I wanted a bigger scope of practice than I could have as a nurse practitioner and I wanted the depth of clinical experience that you get through residency. I stepped out of the nursing program and worked as a nurse while doing the post-bac and applying to medical school. And I had three more children in the process. It was a roundabout way to get here.”

Having four kids and a couple of pet rats keeps Jennifer pretty busy, but she’s devoted to the work she does and she’s incredibly motivated to keep learning. She feels like she gets a lot out of working with patients and is always learning new ways to help them. “There are just so many opportunities to take actions that have a profound impact on people.”

Blog Discussion of “A Good Death”
It’s an important topic—that no one likes to discuss. Learn more about what “a good death” means.
Local Gamers Raise Over $60,000 for the UVM Children’s Hospital

On Saturday, November 3, the McClure Conference room was alive with people who came together with a purpose—to play games.

Everyone in the conference room was participating in Extra Life, a 24-hour gaming marathon, to raise money for their local Children’s Miracle Network Hospital, The University of Vermont Children’s Hospital. Participants played video games, board games, and card games, all with the goal of helping others.

Extra Life is an event that takes place all over the world. Since 2008, gamers from every state come together to raise money for their local Children’s Miracle Network Hospital. Since its inception, Extra Life has raised over $40 million for sick and injured children. This year, local groups hosted three different Game Day events to raise money for the UVM Children’s Hospital. One was in the McClure Conference room, put together by our IT department, another was with Vermont Information Processing, a company in Colchester, and the third was hosted by Champlain College’s eSports club.

Extra Life funds have made a significant impact at The Children’s Hospital. They have helped fund the giraffe isolettes for the neonatal intensive care unit, provided chairs in the infusion bay for children who need intravenous therapies, and provided portable cribs for families as part of the Safe Sleep project. In 2016, 100% of the funds from Extra Life were committed to renovating the play room and the teen room in the pediatric inpatient unit. These renovations are currently underway and are expected to be complete in the coming months.

Every year, The UVM Medical Center’s goal is to raise more than the year before. After Game Day, people continue to fundraise until the end of December. This year, $60,155 has been raised by 196 participants and donations are still rolling in.
Tea Club Brings Quirky Elegance to Work

Interested in an afternoon pick-me-up? Stop by Given West and you just might find Jennifer Long, RN, sipping tea with Richard Pinckney, MD.

The Degoesbriand Society Tea Club officially started just about a year ago, born from Jennifer and Richard’s love of tea and affection for all things anglophile. The club meets regularly, and, while there is an application to join, no one has ever been turned away. “In fact,” says Jennifer, “we sometimes have to force people to join.”

The club’s biggest milestone can in the form of an electric tea kettle, donated by Dr. Pinckney. “That was a game changer,” says Jennifer. The discovery of crumpets at Trader Joes didn’t hurt either. Goodwill has been a proud supplier of the china and other tea paraphernalia that fills a bookshelf in Jennifer’s office.

It’s all in good fun, says Jennifer. “Tea is universal.”

Coming Soon—Patient Safety Culture Survey

Providing the safest patient care is a priority for everyone—in every role in our organization. On January 14 we will launch our first survey devoted exclusively to evaluating our culture of patient safety. It’s critical that we hear your thoughts about what we do well and where we can improve.

We are using an outside vendor based in California to compile results for the survey. This will ensure the results are completely anonymous. Small departments will be rolled up into larger groups so that no individuals can be identified. We do this so that you will feel comfortable sharing your thoughts.

Because this is a national, standardized survey, we will be able to compare our results against other organizations using the same survey around the country. Our results will also be shared with you and our leadership team.

Stay tuned for more information in early January.

A Sweet Ride

Before the Christmas holiday, shuttle bus riders enjoyed candy canes as part of their commute, thanks to Chris Oliver, Lisa Goodrich, Dawn LeBaron, Laurie Gunn and Rick Vincent.
Commit to Get Fit Graduates Enjoy the Challenge

Employee Wellness has partnered with The Edge Preventive Care to offer employees of the UVM Medical Center the HealthyCARE 90 Day Commit to Get Fit program in the workplace. This program is not a diet or workout plan—it is a program designed to help individuals become healthier over the course of 13 weeks.

“I had just recently done another challenge with another gym and I wanted to continue that momentum into the fall,” says Kelly Holland, Learning Development strategist, a member of the latest graduating group. “I was feeling really great and I wanted to continue that.”

Participants in the group met with a Registered Dietitian before the program started for an initial baseline assessment to figure out where they were and to develop goals. They attended 13 weekly sessions during lunch, where their Wellness Coach educated them on topics ranging from fitness, nutrition, stress management and behavior modification.

“As the weeks went on, we talked about goal setting, how to read different food labels, hypoglycemic eating, stress management and how to stay healthy when dining out.”

Kelly also purchased a membership to The Edge during the program and did the workouts they suggested on her own. Participants used a MyZone wearable heart rate monitor and were incentivized to exercise at a certain percentage of their heart rate each week. They journaled daily with their Wellness Coach regarding their exercise, nutrition and successes or challenges related to their goals they created at the beginning of the program.

Each participant met with the Registered Dietitian at the midway point of the program to go over their progress and adjust their goals for the remaining weeks of the program. The assessment completed prior to the start of the program was repeated during the last week of the program so progress could be measured and evaluated. The aggregate data from the pilot group showed a significant overall reduction in total cholesterol, LDL cholesterol, triglycerides as well as fasting blood sugar to name a few.

“The program was great because I saw that I was able to maintain my weight. What I gained was all the education about nutrition and healthy eating. The education piece was huge and I’m actually doing the program again at The Edge so that I can make a full-time commitment to it,” she says.

The pilot program of 22 employees who began in August and finished in November was so successful that Employee Wellness has continued their partnership with The Edge and will offer the program again beginning at the end of January for another group of employees.

“I have the opportunity to help those we depend on most: our providers. Supporting them through transitions in their lives and offering them a touch of the care they’ll provide our patients is the most rewarding part of my job.”

BRITTANY BEAM GELINNE
Physician Onboarding Coordinator, UVMHN Medical Group
“Brovember” Campaign On Track to Raise More Than $10,000 for UVM Cancer Center

Every November, the University of Vermont Cancer Center hosts “Brovember,” a fundraising effort in support of men’s health and cancer awareness. Funds raised through Brovember benefit men’s health and cancer research and education efforts happening in Vermont. The initiative is led by dedicated physicians and researchers who invite colleagues and community members to join them in growing a mustache, raising funds, and/or donating.

This year’s effort is already on track to double last year’s fundraising achievement, with more than $10,000 raised. In addition to UVM Cancer Center members and staff, the UVM Men’s Ice Hockey team and Weimann Lamphere Architects also contributed to the effort. Team Wiemann Lamphere raised $2,500, while the UVM Men’s Hockey team raised $2,268. Our organization’s very own “Mighty Docs” raised $1,150.

Supporters also took to social media for the first-ever “Mustache Yourself” meme generator to have fun while spreading awareness of the UVM Cancer Center initiative and men’s health more generally. Participants uploaded a photo, selected a fun mustache style of their choice, and shared their profile photo on Facebook, Instagram, and Twitter.

JEAN SHEEHEY, RN
Ambulatory RN III, Radiation Therapy

“Helping our patients understand their therapy and manage their symptoms is the focus of my job—but over the years I have come to understand that listening to their stories is what has the biggest impact on them and on me.”
Ramsey Herrington, Steve Eyler, Honored with Living the Leadership Philosophy Award

Ramsey Herrington, MD, received the Living the Leadership Philosophy Award for his work to advance the goals of his Division and the Department of Surgery. Dr. Ramsey was also recognized for his efforts to understand the needs and interests of those around him, helping others succeed.

Steve Eyler has also been recognized with the Living the Leadership Philosophy Award because of his ongoing work to support the clinicians in his department in their efforts to provide the highest quality patient care; his efforts to educate students and staff; and his participation in research and quality improvement projects.

Congratulations to Dr. Herrington and Steve!

Good Catch Awardees

Meagan Oakes was frustrated that the NICU team arrived after a precipitous delivery of a baby in the ED due to communication issues. She took it upon herself to research the policy for notification of the NICU team in this type of situation and discovered two different policies—one that the OB and NICU teams had devised and on that the ED team had devised. The Neonatal Resuscitation Committee had been involved in developing the OB Emergency policy and that was the one that was presumed to be in use in the ED. The ED’s policy for delivery was used that night and resulted in a delay of the NICU team. Thanks to Meagan’s discovery, members of the Neonatal Resuscitation Committee will work with ED staff to improve communication and help prevent future delays of the NICU team when needed for ED deliveries. Good Catch, Meagan!

Left: Ramsey Herrington, MD, front, center; Right: Steve Eyler accepting their Living the Leadership Philosophy Awards.

Meagan, center, accepts her Good Catch Award.

COMPLIANCE & PRIVACY DEPARTMENT INFORMATION

The UVM Medical Center has established a confidential disclosure mechanism through its Integrity and Compliance Hot Line, a toll-free telephone line, to enable employees, residents, staff and patients to report instances of noncompliance and/or make inquiries on compliance issues. The Compliance Hot Line can be reached at: (800) 466-7131 or (802) 847-9430.
Spiritual Care Team Celebrates 2018 Theme

The Spiritual Care team took a moment to celebrate their work with an ice cream social in October. The theme of their celebration was “Hospitality: Cultivating Time,” which reflects the welcoming and belonging that is so important in developing relationships. Over 500 people joined in the celebration on our UVM Medical Center and Fanny Allen Campuses.

Dialysis Technician Saves a Life

Danielle Burdick, a Dialysis Technician at Newport Dialysis, was walking from the North Country Hospital cafeteria back to the dialysis unit when she saw a North Country Hospital employee lying unresponsive on the floor and another employee trying to help him. The man on the ground, an electrician for North Country Hospital, had received an electric shock and fallen off the ladder.

Danielle immediately jumped into action, helping perform CPR and doing chest compressions while another employee went looking for the code button. Since this happened in a basement hallway of the hospital, the code button is not within easy reach. After the code team arrived and started working on the electrician, Danielle ran to the dialysis unit to get portable suction equipment needed by the code team. Thanks in large part to Danielle’s efforts, the victim survived.

Amy Driscoll Receives DAISY Award

Amy Driscoll, RN, center, with Kate FitzPatrick, CNO and Sue Tschorn, nurse manager, Baird 3.

Amy Driscoll, Baird 3, Orthopedics, recently received the DAISY Award. She was recognized by Susan Shaffer, a patient. Below are comments from Susan:

The things that stood out about Amy: “Her advocacy on my behalf. Her consistency with competent care. Her effective, observant attitude re my pain management. Her commitment to best practice and for my overall well being.”

How she made a difference to me: “She guided me in mindful observation of my pain and encouraged discernment of symptoms. With her help, I was able to identify what was phantom pain from my transtibial amputation, what was muscular pain from movement and transfiguration of my muscles, what was incisional pain or other pain. She was instrumental in helping me manage my pain.”
“I would like to thank the staff at UVM Medical Center for the kindness and empathy they gave to my family and I when my father was in the Intensive Care Unit. The doctors and nurses continued to communicate with us through the entire very difficult ordeal and when my father knew it was time to stop treatment because he had spent too long fighting, they respected his wishes after giving him all his options instead of trying to convince us one way or another. I will always remember the nurse who helped him through his end of life. Katie, you are an angel and my family and I are grateful for the role you played in my Dad’s life. Although it was one of the saddest days of my life, I can honestly say that everyone who was there to help us, from doctors and nurses to the staff from nutrition who brought us coffee and cookies, every step that took us through that awful day was thoughtful, respectful and loving. Thank you, UVM Medical Center.”

—Katie Allen

A Gift of Gratitude and an Investment in Patient Care

“Pat and I have dedicated our careers to health care,” said Norm Ward, MD, executive medical director for Accountable Care, UVM Medical Center and chief medical officer, OneCare Vermont, referring to his wife, Patricia King, MD, PhD, a primary care physician and Convergence course director at the Robert Larner, MD College of Medicine. “We’ve decided to invest in the Miller Building because we believe the new facility will better reflect our professional commitment and pride, elevate our hospital environment, and more accurately represent the excellent care our provider community delivers.”

Ward and King are long-time supporters, but had never made a gift of the size they were considering for the Miller Building. A conversation about tax implications seemed prudent, so Ward met with Major Gift Officer Ben Yousey-Hindes to explore strategies.

“I wanted to make this process easy for Norm and Pat, for them to feel informed about their options, and for them to experience the fullest sense of satisfaction in their giving,” said Yousey-Hindes. “By donating appreciated assets, they were able to make the gift they had hoped, while redirecting monies that would otherwise have been taxed at a high rate.”

Combined, Ward and King have spent 52 years working for the UVM Medical Center, either in patient care or administration. Their ties to the community run deep, and their gift further demonstrates their commitment.

King notes, “We are very committed to seeing the Miller Building provide more single occupant rooms that better meet the needs of our patients and their families. Our extended family is very grateful for the quality of medical care we have received here over the years. We feel lucky to live here.”

Interested in co-investing with your colleagues to support areas that are important to you? Email Kevin.McAteer@uvmhealth.org, or call (802) 656-4469.