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The Bright Look is a monthly publication for NVRH employees, volunteers, physicians, corporators and board members.

Our next deadline is March 29, 2010 for the April issue. Please contact Hilary De Carlo at ext. 7303 if you have an article or picture(s) to submit.
February is American Heart Month nationwide. The American Heart Association’s Go Red for Women movement works to save women’s lives and beat heart disease, the number-one killer of women. Each year cardiovascular diseases claim the lives of nearly half a million women; almost one per minute. On February 5, NVRH employees wore red in support of National Wear Red Day, in support of women who are choosing to reduce their personal risk for heart disease. For more information, contact: The American Heart Association (1-888-694-3278) or go to www.americanheart.org.

The CAP inspection also looks at our adherence to standards and guidelines put forth by numerous other agencies that we are required to follow. These guidelines are set by some well known groups such as the World Health Organization, Centers for Disease Control, Occupational Safety and Health Administration, the American Association of Blood Banks and American Society of Microbiologists as well as some by lesser known (by the general public) such as the Clinical Laboratory Standards Institute and the Clinical Laboratory Improvement Amendments. There is also mention of requirements spelled out by The Joint Commission and the Centers for Medicaid and Medicare Services.

There are some 7,000 laboratories in the world that have qualified for accreditation by CAP. The standards we meet are the same for laboratories that employ more than 450 people. We are expected to supply the same documentation that a much larger lab would that might employ persons whose sole job is the control and review of those documents. While focusing on regulatory compliance, the inspectors are also considering the entire staff’s qualifications, equipment, facilities, safety program and record as well as the overall management of the laboratory.

When we receive our official accreditation in March we will embark on the next cycle of the process. That will involve our team visiting another laboratory in our region, probably in the fall. We will continue our quality management projects that assure the competency and relevancy of our technologists and procedures. In a way it seems to lead to our next inspection but it is actually evidence of the excellent work done each day by every member of the laboratory staff, which, in turn, contributes to the best patient care we can provide.
Dolan Assists Art Students in Ramallah With Self Expression

In July, 2009, Med/Surg Nurse Clare Dolan spent her vacation time doing something she has been involved with for many years. Clare taught some students how to make the large puppets familiar to many in Vermont as the hallmark of the Glover based Bread and Puppet Theater. Clare helped the students plan and make the paper mache structures and assisted in the organizing of a parade to show the students work. The interesting thing is where Clare was when she worked with the students: Ramallah, the Palestinian city in the West Bank six miles north of Jerusalem and administrative capital of the Palestinian National Authority. Clare had taken a similar trip several years ago with Bread and Puppet founder Peter Schumann. When Peter had to decline the return invitation, he asked Clare to make the trip along with French puppeteer Genevieve Yevillaz. The project was part of a Festival of Arabic Culture being held in Jerusalem. Since many in Ramallah are not allowed to go to Jerusalem because of travel restrictions, some projects were worked on in the Palestinian city. Clare and Genevieve met in Jerusalem with a theater company and traveled to Ramallah by taxi. After passing through the checkpoint they went to the art school that is run by a Dutch non-governmental organization. There were about 11 or 12 students, most in their early 20s, in the program. The theme of the festival was Linking Ramallah and Jerusalem. Clare, with various students acting as Arabic/English translators (with a few more speaking French), asked the students to think about their dreams and aspirations when coming up with ideas for their puppets. In what has to be an unfathomable incongruity for many of us, several students mentioned how, while they can sometimes see the ocean (the Mediterranean Sea) from parts of Ramallah, they cannot go there. They long to be able to go to the beach and experience what for many of us is a common occurrence. Part of the group worked on creating their large puppets as fish, boats and even the water itself. Working with existing materials such as old paper, wooden sticks, bamboo type poles and paint, their puppets took shape over the 10 or so days Clare spent with the students. The culmination of the project was a parade held on a street in Ramallah. Even that gathering was a foreign concept to the students as public gatherings are not something that commonly happens outside of funerals or the occasional demonstration (in which participation can be somewhat hazardous). About 100 people took part in the parade that was well received by both students and onlookers. Some students even remarked that they should do something like that again, which must be a sign of success. Clare observed that part of what she saw happen was the use of art as a collective exercise to bring communities together. The students are not trained in community art but rather it is for them, a solitary statement that is made by the individual.

When asked about the people she met, Clare said a lot of them are depressed people. They have, after years of living in their situations, little hope. However, they are eager to speak with foreigners. One of the things many of them would say is “let’s not talk about politics” but then they could not stop talking about it. Clare was glad to help them create art through their energy, and to assist in allowing the circus-type atmosphere of the project and art to act as an outlet for them.

While originally planning to stay in Jerusalem and commute back and forth, the logistics of the move every day would have been too difficult. Instead they stayed at the school and were able to better focus their time with the students. As a practical matter, all kinds of currency are acceptable so that aspect of travel is not of much concern. This trip was quite busy with the project so there was not much time for sightseeing or personal time off. On her previous trip, she had spent part of a day in Jerusalem, as well as the opportunity to walk around in the old town, which she found to be fascinating.

Clare has worked with Bread and Puppet for many years and has had the opportunity to perform with them around the world. She is a stilt dancer and instructor as well as founder and curator for the Museum of Everyday Life in Glover. She has been active in puppet theater as a creator and performer in numerous projects.
For many years, NVRH has offered valuable wellness resources, as well as a wellness reimbursement program for healthy activities. NVRH is enhancing our wellness program for employees by offering an on-line health and wellness program which includes a health risk assessment.

A health risk assessment adds a foundation to a wellness program. The recommendations from a health risk assessment can help us prioritize an area of wellness we want to work on first. We add to the foundation by choosing from the many resources available to us right here at NVRH, regionally, or on the web.

To begin, employees can go to www.my.healthmedia.com, click sign-up and enter access code “nvrhwellness”. You will then create a private account with an individual login and password. Once the health risk questionnaire is completed, the program will give you specific recommendations, helpful hints and resources.

The program’s recommendations will be better customized to you the more specific you are in your responses. It is helpful to “know your numbers”, i.e., blood pressure, cholesterol, weight, etc., to enter into the assessment, but not required.

Once you start the assessment, you must complete the initial questionnaire. The program’s results and resources are extensive, so don’t try to digest it all in one sitting! You may return to your customized results, and complete follow-up assessments, via your individual login and password, at any time, from any computer, at home or work.

All employees, per diem, part-time or full-time, and one family member (18 or over) are eligible to participate in this program. Any physician who is not an employee, but has privileges at NVRH, is also eligible and encouraged to participate in this program.

Employees are eligible for a $100 wellness incentive when a 30-day follow-up in the health risk assessment program is completed.

NVRH believes the more resources offered to employees to help us take charge of maintaining or improving our own health, the healthier we can become as an employee population over time. It is a long-term commitment for all of us!

Please watch the NVRH employee intranet – NVRH Pulse – for all the details!!

A note about privacy: Healthmedia is a 3rd party vendor. This program is not connected to any of our health plans or insurance plans. There are extensive privacy documents on the website that you must read before the assessment. NVRH will not receive any individual data. NVRH will receive reports that show total participation levels.

Most businesses understand the relationship between healthy employees and a healthy bottom line. Healthy employees take less time off, have more energy, have less injuries, and in general are more productive.

The question is, how can employers contribute to the health and wellness of their employees? About 40 people representing 22 local businesses got the answer to that question at a free Worksite Wellness Workshop on Friday February 19, hosted by NVRH.

“Worksites wellness has a direct correlation to economic wellness,” said Darcie McCann, Northeast Kingdom Chamber executive director, who opened the workshop. “There is not a business or organization in this region that would not benefit at looking at ways at increasing wellness and productivity in their workforce.”

Speakers included Lori Smith, Health Management and Wellness Consultant, and Michael Kilfoyle, Director of Marketing from Hickok and Boardman Group Benefits. Smith and Kilfoyle described worksite wellness for the new decade citing best practices and what works in high performing organizations in Vermont and across the country. Attorney Keith Kasper from McCormick, Fitzpatrick, Kasper, and Burchard explained the role of workers’ comp in employee health. Catherine Cusack, Prevention Specialist, from the Vermont Department of Health offered practical tips and tools to get wellness programs started in your worksite. Melody
Morrison, also from the Vermont Department of Health presented the business case for breastfeeding.

The workshop also included a local panel of business who have started employee wellness programs. They shared stories of their successes, and how they overcame barriers. "Worksite wellness programs do not have to be complicated or expensive," said Laural Ruggles, VP of Marketing and Community Health Improvement at NVRH. "There are really simple ways to start a program or add to an existing one."

The workshop was sponsored by NVRH, the Northeast Kingdom Chamber of Commerce, the Vermont Department of Health, and the Fit and Healthy Coalition. It was funded by a grant from the Vermont Blueprint for Health.

Worksit Wellness Panel: Susan Noyes and Deanna dela Cruz from Northern Gas, Sandra Franz from Lyndon State College, Crystal Rutledge from NSA Industries, and Linda Gilman from Weidmann Electrical Technologies made up a panel of local businesses who have seen results from wellness initiatives at their worksites.

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**Auxiliary/Volunteer NEWS**

by Pat Forest, Volunteer Coordinator

I would like to invite our knitters, to knit Basic Troop Caps for the Vermont military troops who are in, or heading to Afghanistan and Iraq. I have specific directions for the troop caps that you can pick up at the Main Information Desk. This project is being coordinated by Kay Hopkins of Danville. Kay will provide the yarn if you need it. This is an on-going project for our troops. Once the caps are knitted, you can return them to me and I will get them to Kay.

**NVRH Knitters** if you knit the wee caps, toe caps, cancer caps or comfort shawls, please let me know what your hours are for knitting these items. You are entitled to receive recognition for your endeavors on behalf of NVRH. I would encourage you all to take the time to write me a note with your hours, or call me with your hours, so I can keep track of that for you. Thanks for all you do for this program.

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**Up Coming Events:**

**Daffodil Days:** The deadline to order daffodils is Tuesday, March 2 at Noon. There are 4 daffodil packages: 10 Daffodils for $10.00, 1 potted Daffodil Bulbs $15.00, a Bear and a Bunch (10 Daffodils) for $25.00, and the Gift of Hope (Bears & Daffodils given to current cancer patient) $25.00. The Daffodils will be delivered to NVRH on Monday, March 22. This event is sponsored by the American Cancer Society.

**Uniform Professionals:** Uniform Professional will be here on Tuesday, March 2 from 7am-4pm in Conference Room 126 & 127. Uni Pro features the newest styles, prints & colors for uniforms and shoes. Get a chance to win a $50.00 Gift Certificate. Raffle Tickets on sale until Noon on March 2. 3 tickets for $1.00 or .50 cents each.

**Auxiliary Lunch and Meeting:** The Auxiliary Meeting will be held on Friday, March 12. The luncheon will be in the cafeteria at noon, with the meeting to follow at 12:30pm in Conference Rooms 126 & 127.
Dear NVRH Library Users,

As we have begun to upgrade our catalog system, we have produced a list of books that are overdue/missing. Your help in getting these books “home” so that other can also use them is greatly appreciated.

It’s easy to forget to return books; I recall finding a public library book under my bed, with dust kitties curled up around it, and I was the public librarian! Yikes! It happens – it’s a part of life.

I’m most concerned about those books that haven’t been signed out, as we have no way of tracing them. These absent resources will be needed again. As you know, we have no “overdue fines”. Who knows, some day I may find long-lost items on the library table? I’d like to use the expression, “No harm, no foul,” and I ask forgiveness from basketball players and fans alike, if I am mis-using the expression.

Thanks for your help,

Betsy & Linda

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NVRH Medical Library

Missing Books--Needed to be Found
for electronic in put- Thank You

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NVRH Caledonia/southern Essex Tobacco Advisory HELPS LOCAL YOUTH UNDERSTAND THAT SMOKING IS NOT THE NORM

About eight out of 10 Vermont teens – 84 percent – don’t use cigarettes, yet many youth believe more teens smoke than really do. The NVRH Caledonia/southern Essex Tobacco Advisory and the Vermont Department of Health are helping to change the misconception that many older teens smoke.

In reality, youth smoking rates have decreased significantly in recent years. And as part of this year’s education campaign, local and statewide organizations want tweens (those aged 10-13, between their childhood and the teen years) to know that like the perception of smoking, “Some Things Just Aren’t What They Seem.”

The Web site www.8outof10.com includes common teen myths, themed computer wallpaper and a fun “Mix It Up” feature. This section is reminiscent of Health Department television commercials now airing that demonstrate that things aren’t always what they seem – one shows a teen who has more to him than first appears, and the other shows a juggler who has a secret to her success.

In Caledonia/southern Essex counties, the NVRH Tobacco Advisory is collaborating with several school groups, including Vermont Kids Against Tobacco (VKAT) and Vermont Teen Leadership Program (VTLSP) to correct the misconception that most teens smoke. The St. Johnsbury and Lyndonville VKAT groups will kick off our campaign with a basketball game at the St. Johnsbury School in mid March. A bake sale will be held with food that is “Not what it looks like”. Educational media workshops will be held at the annual Youth Town Meeting on April 6th at Lyndon State College. On April 27th media expert Rob Williams of Meme Films will spend a day in schools educating youth to think critically about what the tobacco industry is trying to sell them. That evening Rob will speak to parents at a Media Literacy Parent Night at Burke Town School.

“Our goal is to engage local youth in a conversation about smoking, not to preach to them,” said Rose Sheehan, Community Tobacco Coordinator at NVRH. “We know that they’re much more likely never to start smoking if we show them in a fun, engaging way that their older peers don’t smoke.”

Some of the reasons cited by Vermont teens for not smoking include:

- “You don’t get anything out of it.”
- “I don’t need smoking to make me look cool.”
- “I won’t be able to keep up in sports.”
- “It’s a nasty habit.”
- “It makes your breath stink.”
- “I won’t be able to achieve my goals.”

“Our intention with the successful “Some Things Just Aren’t What They Seem” campaign is to continually correct misconceptions about smoking rates and bridge the gap between fact and fiction,” said Tobacco Control Chief Sheri Lynn. “The number of young Vermonters who smoke has declined sharply and we never want to see misconceptions about smoking gain momentum among young adults.”

Vermonters who are interested in learning more about youth smoking prevention work in Vermont can log on to http://www.healthvermont.gov/prevent/tobacco/youth.aspx. The Vermont Tobacco Control Program is funded by payments from the Master Settlement Agreement and the Centers for Disease Control and Prevention.
Richard Degreenia, Director of Plant Operations, stands next to the second-hand Honda Civic hybrid recently purchased by the hospital to do the hospital’s daily runs. The hybrid replaces the van, which hasn’t been feeling well for awhile. The “GRN RUN” license plate says it all.

Verna Lemay, Fred Wells and Carolyn Wright hold the annual Ambulatory Angels Valentine bake sale in the lobby. This is the fifth year of the bake sale, which raises funds for the annual Relay for Life event held every June. Money raised goes to the American Cancer Society. The Ambulatory Angels team is one of many spirited and successful groups from NVRH.

Linda Lamont (left) and Judy Harbaugh (right) flank the February “sweetheart” basket, won by Judy. The basket included a gift certificate to Willy’s Restaurant in East Burke. Spear-headed by Jane Liebl, the basket and an employee dress down day raised over $700 for a flagpole and flag for the hospital in memory of Brian Lamont, who passed away last August.

Harvest Hill Farm CSA is Returning to NVRH!

NVRH and Harvest Hill Farm in Walden are teaming up for the second year to offer a CSA to NVRH employees this summer.

What is a CSA?
Community Supported Agriculture (CSA) reconnects people with the farms producing their food.

In the spring, members commit to buying a season’s worth of local produce. This helps the farmers, as they can better figure out how much of each crop to plant, and they receive partial payment in advance to help pay early season expenses. In return, members receive fresh, locally grown produce as it is harvested.

How will the Harvest Hill Farm/NVRH CSA work?
Interested NVRH employees will receive information about signing up for the CSA in April. NVRH will offer payroll deduction for employees who want to spread their membership fee over several pay periods. Members will pick up their weekly share of freshly picked produce and herbs at the hospital every Thursday afternoon starting June 17. Each week the selection will vary according to our farm’s harvest. You will receive fresh, local organic produce, save money over retail, and support your local certified organic family farm, Harvest Hill Farm, in Walden Vt.

More information will come soon. If interested please call Sharon Anderson at 748-7490.
There were a number of responses to last month’s call for suggestions for HELP! on dealing with the issue of her roommate leaving dirty dishes in the sink:

Dear HELP!: I had this trouble once with a roommate. I put up a poster of this really hot guy, wearing ... just enough. If nothing else, it would make her want to spend more time at the sink – and maybe she’d actually do something useful while she’s there! 
PAM, Sutton

Dear HELP!: Be done with it, just dump the roommate, there’s more fish in the sea. It’s not worth the aggravation. 
SAM, Lyndonville

Dear HELP!: Try putting up a picture of Silvio Berlusconi above the sink: sneering, leering, vaguely threatening; that’s enough to get anyone to think twice about whatever they’re doing, even if they don’t know what it is. 
KAM, Burlington

Dear HELP!: I’d just throw the dishes out, that would get her attention fast enough. 
LAM, St. J

Dear HELP!: Do the dishes yourself, but charge 50 cents a dish. It adds up pretty quick! 
NCM, Littleton

Dear Dr. Dave:

What’s up with those pint size cans of Coke in the cafeteria? I’m really ripped about this. Two sips and the stupid thing’s gone. Now I can understand trying to promote healthy eating habits – but I don’t want anyone telling me what I can or can’t eat, or how much. What is this, the Portion Police? Are the Calorie Cops coming next? Will there be someone at the checkout pulling off that second strip of bacon, or troweling off the crown on my slathered up frozen yogurt? I feel like I’m being treated like some child! Come on!!!

By all means give us some healthy options in the cafeteria – but I make my own choices!

All steamed up

Dear All Steamed Up:

Though I myself don’t care for soda, I can’t say that I disagree with you. At the same time, I am not unaware that the cafeteria is in effect serving two masters: promoting healthy eating while catering to local customs, and that requires some occasional discretionary food censorship; for example, I don’t think I’ve ever seen Twinkies on the menu. On the other hand, there are plenty of items that are certainly closer to the junkfood end of the scale than otherwise, and I don’t see any fuss being made there, and the business with the soda does seem rather arbitrary. Within all the vitriol, I do note within your letter what I personally would regard as the proper balance: provide healthy options, but leave the choice up to the customer. And I think this would specifically apply to the issue of the Coke cans. The mini can be offered, but the standard size should be available as well.

As a final comment I can’t help but note the passion over what many might regard as a rather inconsequential matter. Well, one disregards reality at one’s peril! The passion is real, and my own view is that this boiling over at slight indications is a manifestation of the degree to which our lives have otherwise become overly controlled by societal forces, as if to say, “You’ve taken away almost everything else, but now I’m taking a stand” (One sees the same phenomenon routinely at Town Meeting, in which most of the budgetary decisions are inflexible, but invariably there is some extravagant floor fight about some very minor line item). But the perhaps disproportionate emotion does not negate the validity of the basic point.

So, there you have it Food Service: Bring back our Coke cans!

Dr. Dave

This question was submitted to Laural Ruggles in Administration and to the Department of Nutrition, both of whom I am told were implicated in The Case of the Shrinking Coke Can. As spokesperson, Laural’s response follows:

Dear All Steamed Up and Dr. Dave,

Thank you Dr. Dave for giving me the opportunity to respond to this letter from All Steamed Up.

The first line in the NVRH Mission Statement is: “NVRH is dedicated to improving the health of all people in the communities it serves.” This is a powerful statement that demonstrates our enormous responsibility as the lead healthcare organization in our community.

Like other decisions of great consequence that are made every day in almost every department in this hospital, the decision to offer only 8 oz. servings of soda was not arbitrary. This decision was made based on notable scientific research, evidence-based
nutrition guidelines, and best practices in worksite wellness initiatives.

Here are some quick facts that led to the decision to off er only 8 oz. soda’s in the NVRH vending machines:
• 8 oz is a “serving size” of soda
• Modifying vending machine options to increase healthy beverage choices is an evidence-based worksite wellness initiative
• Soda is the single largest contributor of calorie intake in the U.S., and consumers of soda and other sugar sweetened beverages are at the highest risk for obesity and diabetes
• Obesity related health care costs in VT are $183 million annually and are rising

For more information about the impact of soda and other sugar sweetened beverages on health, visit Yale University’s Rudd Center for Food Policy and Obesity at www.yaleruddcenter.org. For more information on what works in employee health and worksite wellness initiatives visit the Center for Disease Control and Prevention website www.thecommunityguide.org. To learn more about dietary and nutrition guidelines, visit the USDA website www.myfoodpyramid.gov.

In 2008, NVRH joined leading hospitals across the country in taking the Healthy Food in Healthcare Pledge. Besides conforming portion sizes to recommended guidelines, the NVRH cafeteria made a commitment to eliminate trans fat, use local products when possible, and offer whole grains and pastas. To learn more about the Healthy Food in Health Care Pledge, visit www.noharm.org.

There are a variety of beverage choices in the vending machines at NVRH. Besides sugar sweetened beverages, there are low and zero calorie options. I hope that our employees, patients, and visitors choose wisely. Whatever you choose, remember that age old toast as you raise your can, bottle, or glass to your lips – “To Your Health!”

Laural Ruggles
VP Marketing and Community Health Improvement

NVRH Seeks Nominations for John Elliott Community Service Award

Dr. John Elliott was a community-minded humanitarian, loved and respected by all. From picking up trash by the side of the road to his many and varied volunteer commitments to area institutions and causes, he quietly and humbly left things better than he found them.

In his memory, Northeastern Vermont Regional Hospital created the Dr. John Elliott Community Service Award, which is an award given to a current NVRH employee who demonstrates volunteer service to the community outside of NVRH. This award is for volunteer work outside of an employee’s job at NVRH.

This is the second year of the award. Last year, Linda Garey, LPN and surgical technician in the operating room garnered the award for her many volunteer activities in the community, including her care of Arnold Park and raising funds to repair the fountain, dressing up as Buckle Bear to teach children about the importance of wearing seat belts and volunteering in her church.

The applicant may be self-nominated, nominated by someone from NVRH or nominated by someone from the community at large. Nominations close on April 1; a committee will review the nominations and the winner will be notified on May 1. The winner will then be honored at the annual NVRH Recognition Dinner in June, 2010. To receive a blank application, if you have questions or need further information, please contact Laural Ruggles at 748-7590.

Please fill the form out in its entirety and send to Laural Ruggles, Marketing and Community Health Improvement, NVRH, PO Box 905, St. Johnsbury, VT 05819 or email to lruggles@nvrh.org. The application must be received by April 1, 2010. The application can also be downloaded from NVRH’s website www.nvrh.org under News on the home page.

Anything Goes is an advice column published monthly for The BrightLook by Dr. David Brody and Annamarie Sloss, RN. Questions – no medical advice please – can be left in Dr. Dave’s mailbox, sent via MediTech or by email to dhbroymd@myfairpoint.net or h.decarlo@nvrh.org.
Dr. John Elliott Community Service Award
for NVRH Employees
Nomination Form 2010

The Dr. John Elliott Community Service Award for NVRH employees is dedicated to the memory and spirit of Dr. John Elliott. Dr. Elliott was quietly active in our community, and volunteered countless hours to local organizations and projects to benefit the residents of the area.

Award Criteria:
- Current NVRH Employee
- Demonstration of volunteer service to the community*
  May be self nominated; or nominated by someone from NVRH; or from the community

Nominations close: April 1, 2010
Award winner notified: May 1, 2010
Awarded at the NVRH Recognition Dinner in June 2010

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<td>Nominator Contact Information (Name, Phone, Email)</td>
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Description of volunteer community service (please be specific- may include direct service and/or non-profit board service, may include number of volunteer hours or years of service)

If self-nominating, please describe what your volunteer service means to you:

If nominating someone, please describe what impact this person’s service has had on the community:

*Use the back of this form or add one additional page as needed.

*This award is for volunteer work outside of employee’s job at NVRH.

Return form by April 1, 2010 to Laural Ruggles, Marketing and Community Health Improvement