

**SERVICES  
OFFERED BY  
THE FREE  
CLINIC:**

**Walk-In Clinics for acute and chronic conditions**

**Follow up appointments**

**Laboratory testing**

**Medication assistance programs**

**Mental health counseling**

**Dental care**

**Vision screenings**

**Referrals to specialized medical services**

**Wellness education**

**Ohio Benefit Bank**

**Collaboration with and referrals to local Human Service Organizations**

**Smoking cessation programs**

**Weight loss programs**

**Endocrinology services**

**Podiatry services**

**Dermatology services**

## Leading Healthy Lives Program Helps Patient Reclaim Life

*The Viola Startzman Free Clinic has always done more than simply treat acute illnesses. The staff and volunteers go out of their way to help patients in every aspect of their lives. As obesity became a growing concern, staff and volunteers put their heads together and formulated a program to help our patients slim down and take control of their health. Over the last few years, this program has had a major impact on many patients. Below is one man's story...*



Justin, a VSFC patient who graduated from the Leading Healthy lives program, competing in The Wooster Wellness 5K run.

The clinic welcomed Justin as a new patient in 2008, when he was just 26 years old. Justin had been struggling with ear pain, which was interfering with both his enjoyment of music, and his ability to teach guitar lessons. But with no insurance and a limited income, he wasn't sure where to turn. Once he discovered our clinic, he also found hope that someone could help him. Justin describes the staff here as "warm-hearted people who deserve respect for providing a much needed service." While he shares that staff members have always treated him exceptionally well, he admits to being a skeptic by nature. When one of our nurses contacted him in the summer of 2010 and invited him to participate in the *Leading Healthy Lives* program, his skepticism kicked in.

Acknowledging that his health was bad, Justin decided to hear more about the program. At the time, he didn't eat responsibly and was pre-diabetic. "I was given a blood pressure cuff to monitor my high blood pressure, and finally came to the realization that I would rather lose weight than take a pill for the rest of my life." Coming from a family with a history of weight problems, Justin shared that he wanted to break the cycle.

*Leading Healthy Lives* was a 6-month program offered to patients age 19-65 with a Body Mass Index of 29.9 or higher. The primary goals were for patients to lose 10 percent of their total body weight, eat a healthy diet, exercise, and incorporate stress reduction into their lives. The program was made possible through a grant and offered participants free gym memberships, weekly health checks, and a variety of classes ranging from nutrition to fitness.

It was during these classes that Justin learned just how much of what he was eating was sugar. "I am now educated about my diet," he says. "They taught me to write down everything I ate—something I had never tried before. I faithfully kept a food journal and placed it on my refrigerator, a place I would see each and every time I ate." To this day, if Justin begins to slip, he still gets out a piece of paper and writes down what he eats.

The exercise part of the program was also something new to him, but was something that he took hold of and worked hard to be successful at. "At first I only walked. One of the nurses even made herself available to all the participants once a week to just take a walk with us," says Justin. Once he mastered walking regularly, he added weight lifting to his routine; and after losing weight, he began to run. "As a 300-pound man, running was something that I never considered possible," Justin excitedly shares.

"My goal was never to reach a certain number, but to lead a healthy lifestyle," Justin says. Today his health is much better. He is no longer pre-diabetic and his blood pressure is now normal for the first time in his life.

Justin recently competed as a representative of the clinic at the Wooster Wellness 5K. Before the race, Justin told us that he just hoped to finish the race, and was a bit intimidated by the field of very accomplished runners. But Justin's determination showed through, and not only did he complete the race, but he finished 3rd in his age group. What an amazing accomplishment for someone who weighed over 300 pounds at this time last year!



Gary and Elaine, two other patients from the *Leading Healthy Lives* program, competed in the 1 mile "fun run" portion of the Wooster Wellness race.

# Dr. Vi's Vision Continues Today



VIOLA STARTZMAN  
FREE CLINIC

## Mission Statement

“The Viola Startzman Free Clinic serves in an atmosphere of dignity and respect, lower income uninsured residents of Wayne County”

Viola Startzman, MD, has helped the underserved throughout her career. Through her determination and organization, the Healthcare 2000 Community Clinic opened in 1995, and in 2000 was renamed the Viola Startzman Free Clinic. The clinic provides quality medical and dental care to low income, uninsured residents of Wayne County, Ohio. Throughout her career, and in a quiet, unassuming way, Dr. Startzman has placed a priority on caring for the underserved in society. Through perseverance and personal sacrifice, she started the free clinic in Wooster, Ohio, which serves those patients in our community who struggle most with healthcare needs. While the clinic has changed significantly from what it looked like in 1995, the foundation remains the same, and continues to be focused on providing high quality medical and dental care to our patients. Thank you to Dr. Vi for giving us such a wonderful legacy. We are honored to continue the vision that was started sixteen years ago.

## A Message from our Executive Director

### Jaime Parsons

As I near my one year anniversary as the Executive Director of the Viola Startzman Free Clinic, I am enjoying looking back over the journey of the last year. While it seems like just yesterday that I was joining the clinic family, it is also amazing to think back through all that has happened in that short time. We've welcomed new staff members to our team, started new initiatives, mourned the loss of several dedicated volunteers, expanded patient services, created a strategic plan, and most importantly, celebrated with many patients as they have reached positive milestones in their healthcare.

I look back at the last year, and the memories that stand out in my mind are some of our amazing patients. I remember a patient I met on my first day who was struggling in an abusive relationship, dealing with multiple health issues, and feeling very hopeless. During the last year, she freed herself from her negative home environment, started a new job, lost 24 pounds, and has vastly improved not only her health, but her outlook on life. She is now a different person, living a life she had only dreamed of prior to coming to our clinic.

I am proud to say that I am a part of a team that comes to work each day with the purpose of making a difference in the lives of our patients. Our staff and volunteers look at each of our patients as a whole person, and not only treat their medical needs, but help connect them with the other resources they need to live a full and productive life. We could not do that without the support and partnership of so many community agencies.

As the end of my first year approaches, I want to say THANK YOU. Thank you for welcoming me to the clinic family, thank you to those who give your time and talents as volunteers, thank you for supporting the care our patients so desperately need, and most of all, thank you for caring about those in our community who need us the most. Together, we make a great team!

## A Message from our Board President Scott Boyes, CFO of Wooster Community Hospital

Serving as Board President for the Viola Startzman Free Clinic, which provides such a very valuable service to our community, is certainly an honor and a privilege. As I think about my current role, it does remind me that the Clinic is much more than the sum of its individual parts albeit how important each of those parts may be.

We could simply not operate without our 311 dedicated volunteers who put in over 6550 hours in 2010 serving their “neighbors”. Our volunteers, working side by side with the Clinic employed staff, provided needed patient care for 1581 patient visits in 2010. We also have dedicated volunteers who provide many, many “behind the scenes” services such as janitorial or data entry that is required to provide the high quality care our patients deserve.

I am grateful to serve with fellow Board members, not the least of which includes our Founder Dr. Startzman, who strive to ensure that our Clinic operates with our mission always in focus. I am thankful for our dedicated staff including our new Executive Director, Jaime Parsons, who come to work each day because the Clinic is the type of organization where your “job” is also your “ministry”. And, I should note that our facilities are second to none when looking at other free clinics across the state.

Yet, our Clinic goes beyond anyone of us as individuals or the bricks and mortar. Its mission of providing care to those of us who may fall through the gaps in our current and future healthcare system is paramount to why Dr. Startzman and her fellow dedicated volunteers formed the Clinic many years ago. I encourage any of you who would like to be a part of such a valuable, mission focused organization to reach out to Casey Huffman, our new volunteer coordinator at (330) 262-2500 (extension 111). I can tell you from personal experience that you will take away far more than you had to give.



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## Calendar & Fundraising Opportunities

### **MARK YOUR CALENDAR!!!!**

- July 22 - Sheer Professionals Fundraising Event (Proceeds benefit VSFC)
- July 23—Wooster Urban Adventure Challenge (Proceeds benefit VSFC)
- Aug 13—Buehler’s Patio Sales at Buehler’s Milltown
- September 10-15—Wayne County Fair (come visit our booth!)

### **Recycle and Support the VSFC**

An easy way you can help the clinic is by taking your aluminum cans to PSC Metals, (formerly known as Wooster Iron & Metals) at 1350 Old Mansfield Rd., Wooster. Just tell them to credit the account of The Viola Startzman Free Clinic.



### **Looking for other ways to help?**

- Get a group together to volunteer for a special project...or join our incredible volunteer team on a regular basis.
- Donate your empty ink cartridges...we turn them into money!
- No donation is too small...even donations of postage stamps are appreciated.
- Check out our wish list to donate items such as toilet paper, copier paper, coffee, etc. It is on our website at [www.startzmanfreeclinic.org](http://www.startzmanfreeclinic.org)
- Bring in your “Our Family” labels...for every 500 donated, we get \$25.
- Set your web browser to [www.goodsearch.com](http://www.goodsearch.com). We earn money for every search you run!

# Dental Clinic Celebrates 4th Birthday



**VSFC Dentist Robert Burns and Hygienist Nancy Prosser check in on the progress of one of our patients in the dental clinic.**

Four years ago, the Viola Startzman Dental Clinic opened its doors, attempting to fill a gap in healthcare coverage to the lower income, uninsured residents of Wayne

County. Over those years, the dental clinic has seen tremendous growth. In 2010 we had 1162 patient visits in the dental clinic, compared to 741 in 2007. We are proud to offer examinations, x-rays, cleanings, root planing, oral hygiene education, oral cancer exams, fluoride treatment, fillings, root canals, temporary crowns, and extractions.

Although it is great to see the impact the clinic is making in terms of numbers, it is even better to hear a story of how the clinic has changed the life of one of our patients.

## Daisy's Story

Growing up in Hong Kong, Daisy experienced firsthand a healthcare system with no options for people who didn't have resources to pay for their basic healthcare needs. Growing up in a family that could not afford healthcare or proper nutrition lead to problems with her health and her teeth.

Daisy married a US citizen, and in 1998, landed in Wayne County. She and her husband are missionaries, and also teach Christian Education classes in two districts. Their income is not consistent, so they never know how much or when they will receive financial support.

Not knowing what options she had, Daisy felt she had no choice but to ignore her health issues. When a friend told her about our clinic, she says she experienced an answer to her prayers. Daisy became a patient in both the medical and dental clinics and now works hard to maintain the level of

health we have helped her achieve. "I think the dental clinic is excellent. It was an answer to prayer and the people there are amazing. The dentist is very professional and I love Nancy, (the dental hygienist.) I've had routine cleanings, and work done on many cavities, including a root canal." says Daisy. Without these services, Daisy's health would have continued to decline, and she would have been forced to give up the work she loves.

Daisy said, "Your clinic, while the services are free, is priceless. All of the staff and volunteers give so much that there is no way to put a price tag on what you do. I want you to know that I do appreciate you. Thank You!"

Daisy is just one life touched by the dental clinic. We are excited to move forward and reach many more people in the coming years.

## VSFC Honors Volunteers

Hats off to Russ Phillips & Ann Wilson who received Volunteer of The Year awards at our annual volunteer appreciation banquet. Not pictured was Dr. Mark Gustafson who also was recognized.



On April 15, the Viola Startzman Free Clinic held our annual Volunteer Appreciation Banquet to recognize the 311 dedicated volunteers who generously give their time and talent to our patients.

Special recognition was given to Russ Phillips (Tom Graves Heart of Service Medical Volunteer Award Winner), Ann Wilson (Judy Bonk Heart of

Service Administrative Volunteer Award Winner) and Dr. Mark Gustafson (initial recipient of the Mark Gustafson Heart of Service Dental Volunteer Award).

Speakers for the evening were two VSFC patients who shared how the clinic has changed their lives.

# VSFC Expands Nurse Practitioner Program



**Our three Nurse Practitioners (Mary Mollison, Barbara Tickton, and Jodi Swihart) are teaming up to meet patient needs.**

In the 16 years since the Viola Startzman Free Clinic was created, we have grown to serving nearly 2,000 patients each year. Considering the clinic served 280 patients the first year of our existence, that is tremendous growth. However, according to recent census data, there are close to 14,000 residents in our county who qualify for our services.

The challenge issued to the clinic upon its inception was to meet the needs of the lower-income, uninsured residents of our county. That challenge remains the same today. The thing that has changed is the composition of our community. As large employers have moved out of Wayne County and many small businesses have closed their doors or limited the benefits they can offer to employees, the number of residents who find themselves in need of quality healthcare has increased. Our challenge, while intrinsically the same as it was 16 years ago, has grown significantly.

In response to this growing need, the Viola Startzman Free Clinic is proud to announce that we have expanded our Nurse Practitioner program by adding an additional full time Nurse Practitioner to our staff. We now have three Nurse Practitioners filling the equivalent of two full time positions.

This expansion allows the clinic to see more patients by appointment each

week and in every walk-in clinic. Over the last year, we've had to regularly turn away patients at walk-in clinics due to the overwhelming number of people in need. This additional resource will hopefully eliminate that obstacle to caring for our patients.

We would not have been able to add this position without the generous support from so many people and foundations. Our thanks go out to the Sisters of Charity Foundation of Canton, the Laura B. Frick Trust, The Austin Bailey Foundation, The Elizabeth Severance Prentiss Foundation, Episcopal Community Services of Ohio Diocese, The Health Foundation of Greater Massillon, and Cargill, Inc., (all whom support our Nurse Practitioner program) as well as all of our individual donors.

Stop by to meet Jodi, our newest Nurse Practitioner. Just as our patients are growing to love her, we are sure you will as well!

## Free Clinic Network News

Since the last newsletter was published, the Free Clinic Network held its annual Meal that Heals fund-raising dinner at TJs trio of restaurants. The January event raised \$20,874.78 and our recent donation of \$21,000 brings the total given to the Clinic since the Network's inception to \$163,487.00.

Thanks to all of you who sold or purchased tickets and/or helped at TJs that evening. You made the event a success.

Serving as 2011 Meal that Heals co-chairmen were Lindsay Horst and Mimi Lewellen. Other committee heads were Marilyn Tanner, tickets; Jane Taylor, printing; Sue Redman, sponsors; Ann Gasbarre,

raffle; and Wanda Christopher-Finn, volunteers. Alicia Wallace along with Angie McPhern and Greg Tieche of TJs rounded out the planning committee.

The current officers of the Network are Joan Firmin, president; Bonnie Drushal, vice president; Maxine Wise, secretary; and Alicia Wallace, treasurer. Judy Mallonn, membership chair, reports the annual membership letter was recently mailed.

To volunteer with either the Clayware for Healthcare or Meal that Heals fund-raisers, or to discuss becoming a member of the Free Clinic Network, contact Joan Firmin. The Free Clinic Network can always use your help.

**Mark Your Calendars now for the Annual Meeting of the Free Clinic Network: October 17 at 12:15pm at the Viola Startzman Free Clinic.**

*“Unless someone  
like you cares a  
whole awful lot,  
nothing is going to  
get better.  
It’s not.  
~Dr. Seuss*

## Potential Volunteer? We Need You!

If you are considering volunteering for the clinic, we encourage you to join our team now! There are several areas where we could use some great volunteers...check them out below! If anything catches your interest, please contact Volunteer Coordinator, Casey Huffman at 330-262-2500 (ext 111) or at [chuffman@startzmanfreeclinic.org](mailto:chuffman@startzmanfreeclinic.org). We will train anyone interested in any of these positions!

- **Drug Repository:** (Sorting and labeling drugs we receive from nursing homes; flexible hours, some medical experience is preferred)
- **MAP (Medication Assistance Program) drug sorting:** (sorting and packing medications we receive from pharmaceutical companies; flexible hours, no experience needed)
- **Front Desk Clerical Assistance:** (answering phones, copies, etc.; hours vary, no experience needed)
- **Substitute Custodians** (general cleaning of clinic; flexible hours, no experience needed)
- **Vision Screeners:** (work with vision screening team for preschool vision screenings; hours vary, some training required, but we will train you!)
- **Dental Volunteers** (Dentists, hygienists, and dental assistants to help staff evening dental clinics; occasional Thursday evening, current license / certification necessary)
- **Chart Processors:** (Filing and organizing paperwork into patient charts; flexible hours, knowledge of medical paperwork is helpful but not necessary)
- **Data Entry Volunteers:** (Entering statistical information into an electronic database; flexible hours, no experience necessary)
- **Graphics Art Volunteers:** (Redesigning brochures and newsletters; flexible hours, graphic art / layout experience necessary)

## VSFC Welcomes New Trustees

The Viola Startzman Free Clinic is proud to welcome Sharon Ferguson and Jim Robertson to our Board of Trustees. Sharon is the principal of Cornerstone Elementary, and Jim is a School Psychologist at Tri-County Educational Service Center. Jim is also the son of our founder, Dr. Viola Startzman.

Sharon and Jim join a dedicated team of Trustees, including:

- Dr. Viola Startzman (founder)
- Scott Boyes (President)
- Robert Gorman (Vice President)
- Jon Briggs (Treasurer)
- Norm Miller (Corporate Secretary)
- Justin Starlin (Recording Secretary)
- Rev. Evelyn Manzella
- Roger Buehler
- Cheryl Ellis
- Traci Hanger-Hoffman
- Mark Gustafson
- Carol McKiernan
- John Miller, MD
- Denise Parker
- Heidi Steiner
- Rod Steiger
- Don Van Cleef



Brock Hoefler demonstrates his jewelry making techniques to VSFC Executive Director Jaime Parsons. Beginning July 1, Brock's art will be on sale at Quailcrest Farms with proceeds benefitting the VSFC.

## Patient "Gives Back" to Clinic

Here at The Viola Startzman Free Clinic we not only believe in the care we provide to our patients, but we also believe in our patients themselves. We encourage our patients to push beyond the barriers life throws in their way and reach for their dreams. Recently, we've been honored to partner

with a patient who has done just that.

In 1998, after a gunshot wound brought Brock's life to a screeching halt, he found himself at our clinic to deal with both the physical and emotional trauma of his incident. The staff here "really cared about me", says Brock. Through their encouragement, as well as that from a good friend

and his parents, Brock made the decision to start a new hobby — glasswork — that eventually has led to a career. Today, Brock is an incredibly talented (but very humble) glass artist. He makes glass jewelry and stained glass pieces that range from picture frames to windows to sun catchers, lamps and so much more.

Brock says he has always wanted to support the free clinic, and recently has committed to giving back to the clinic in a unique way. Beginning July 1, Brock's glass art will be on sale at Quailcrest Farms, with the proceeds from the sales being donated back to the Viola Startzman Free Clinic.

When asked why he chose to give back to the clinic, Brock says, "The clinic has made my life so much better, it really has." Brock is an amazing man, and we are blessed to have him on our team.

### Become a Viola Startzman Free Clinic Business Partner

Are you a business owner who believes in what the Viola Startzman Free Clinic does in our community? Show your support by becoming a "Business Partner." Your company logo will be displayed on our website and Facebook pages as well as on our yard sign throughout the year. For information on becoming a Business Partner, contact Jaime Parsons at 330-262-2500 extension 102.



*Thank you to the Orrville Area United Way and the United Way of Wayne and Holmes Counties for your generous support of the Viola Startzman Free Clinic!*

## Clinic "Wish List"

**Interested in donating items to the clinic?  
Here are a few things we are currently in need of...**

Toilet paper, paper towels, dixie cups, brown lunch-sized paper bags, copy paper (white and colored), postage stamps, coffee

**A few larger items we are in need of...**

A Storage Shed (call for size specifications), a good quality copy machine (can be gently used), and a retractable awning to cover the patient waiting area.

*If you have a group interested in running a supply drive for the clinic, please contact Connie Benchoff, our Community Relations Coordinator at 330-262-2500 (ext 104) or by email at [cbenchoff@startzmanfreeclinic.org](mailto:cbenchoff@startzmanfreeclinic.org). This makes a great project for a Sunday School class, small group, scout group, or neighborhood group!*

**HOW DO YOU PREFER TO RECEIVE OUR NEWSLETTERS?**  
 We're happy to continue to mail newsletters to you, but want you to be aware of another option. Our newsletters can be viewed at our website ([www.startzmanfreeclinic.org](http://www.startzmanfreeclinic.org)) and we can notify you by email each time a new newsletter is available. If you would prefer this, just let us know by sending an email to [cbenchoff@startzmanfreeclinic.org](mailto:cbenchoff@startzmanfreeclinic.org). Thanks!

*We value patient confidentiality. Therefore, all patient stories and photographs in this newsletter were used with the consent of our patients.*

- Our patients receive quality health care and participate constructively in that care.
- Our volunteers enjoy a positive work environment and satisfaction for time well-spent.
- Our donors pay for effective and efficient operations and receive consistent measurement of results.
- Our employees enjoy competitive pay, open communication, and challenging and rewarding work.

### VSFC Values Statement


The Viola Startzman Free Clinic serves, in an atmosphere of dignity and respect, lower-income, uninsured residents of Wayne County.

### VSFC Mission Statement

### The VSFC Staff

Jaime Parsons, Executive Director  
 Dr. Eric Smith, Medical Director  
 George Snedeker, RN, Clinical Supervisor  
 Mary Mollison, Nurse Practitioner  
 Barbara Tickton, Nurse Practitioner  
 Jodi Swihart, Nurse Practitioner  
 Marilyn Boros, RN  
 Bobbi Baladner Hill, LPN  
 Jo Houser, Patient Medication Coordinator  
 Karen Redick, Administrative Assistant  
 Kim Gates, Staff Accountant  
 Casey Huffman, Volunteer & Patient Care Coordinator  
 Connie Benchoff, Community & Donor Relations Coordinator  
 Dr. Robert Burns, Dentist  
 Nancy Prosser, Dental Clinic Coordinator and Hygienist  
 Heidi Huffman, Dental Assistant / Patient Care Coordinator  
 Laurie Fetzer, Dental Assistant / Patient Care Coordinator

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**Viola Startzman**  
**FREE CLINIC**  
 GIVE CARE • RECEIVE CARE • SUPPORT CARE

Healthcare 2000 Community Clinic, Inc.  
 dba Viola Startzman Free Clinic  
 1874 Cleveland Rd.  
 Wooster, OH 44691

address service requested