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**The VSFC Celebrates 15 Years by Looking Back and Looking Ahead**

**Rebekah Shipper**



This past June, staff, patients and friends of the Viola Startzman Free Clinic joined together to celebrate the VSFC's 15<sup>th</sup> anniversary with an ice cream social. Over 250 people attended the event, each enjoying an ice cream sundae, tours of the clinic, and a special treat: the opportunity to meet VSFC founder, Dr. Viola Startzman.

The day also marked Dr. Vi's 96<sup>th</sup> birthday, and visitors were eager to wish her well and deliver birthday cards. The event was a unique occasion for the VSFC to open its doors to patient's and supporters alike, and to thank the community for 15 years of support.

Celebrating the milestone gave the VSFC an opportunity to reflect on the past 15 years and acknowledge the many ways the Clinic has grown and developed.

In 1990, Dr. Vi formed a committee to determine the need for health care services in Wayne County.

"From their efforts, it was determined that the

community could use a free medical clinic. The current Wooster Community Hospital administrator agreed for the VSFC (originally known as Healthcare 2000 Community Clinic) to have a building on the hospital's property for \$1 a year. The VSFC made a payment of \$25, securing the building for 25 years.

The VSFC opened its doors on August 3, 1995. In that first year, the Clinic only had one paid employee, a small army of volunteers, and served 280 patients. Originally, the Clinic offered dental and medical services on Monday and Thursday evenings, but when those clinics became too busy, a Wednesday morning clinic was eventually added.

"When we started, said Startzman, "I knew there were some people who needed some help, but I'm constantly amazed with how we've grown."

Eventually, the VSFC outgrew its original location. The VSFC moved into its current building in 2003. The building was much larger, and some of the staff and volunteers wondered if the space was too big.

"I had people ask me, 'Can we use all this?'" laughs Startzman. "I just said, 'I'm sure we can someday. For now, get your roller

skates on!"

In 2010, the VSFC is currently using the once too large building to capacity. In 2009, the VSFC served 1,726 patients with 15 staff members and over 250 volunteers. Since opening its doors in 1995, the VSFC has served over 14, 165 patients. The VSFC has expanded its focus to include more preventative care services, and operates on an annual budget of just under \$1,000,000.

When asked how the VSFC has been able to grow so dramatically in 15 years, Startzman stated, "There has been a lot of action by a lot of very competent people who have helped guide us towards what we should be doing."

For Dr. Vi, it is because the patients are cared for with dignity and respect that has helped the VSFC grow.

"It really grew mouth to mouth, from patient to patient. People know it's a place where they can come and receive very good care."



Dr. Vi greets a former patient who attended the 15th anniversary party.



Jaime Parsons  
Executive Director

**"I am humbled and blessed to be a part of this organization."**

### Message from the Executive Director

Friends,

What a whirlwind five months it has been since I stepped into the role of Executive Director of the VSFC. It has been a time filled with getting to know the wonderful staff and volunteers, the community, the supporters of the clinic, and the patients. It has been a time to explore the complex world that is health-care today. It has been a time of learning the details of the clinic, finding my place and my voice for this organization, and growing my heart and my passion for what we do here. In short, it has been a busy five months.

In the midst of the "busyness," the things that stand in the forefront of my mind are the stories of how the work of the clinic has changed, improved, and saved lives. I recall a patient I talked to on my first day here as I stood outside meeting the patients as they waited to come into the clinic. She shared a heartbreaking story of a life of neglect and abuse, but also shared the hope that she felt the moment she became our patient. Her face lit up as she talked about the warmth of the volunteers, the compassion of the staff, and the great care she received here. In her words, "The clinic helped me get out of a really bad situation and gave me hope that my life could be better."

I also think of a man I will call "Bob" who is a participant in our Leading Healthy Lives program. Bob started the program weighing in at over 325 pounds and suffering from uncontrolled high blood pressure, among other medical issues. Through the encouragement of our staff and volunteers, Bob has committed himself to becoming healthier. He now works out daily, eats well-balanced meals, and makes better lifestyle decisions. He has lost over 70 pounds and 15 inches, and is completely off his blood pressure medication. What an amazing success story of a life changed in a positive way!

Then I think of "Carol," a middle-aged woman who had resisted a mammogram for many years. This year, our Nurse Practitioner convinced her to have the test, which unfortunately showed some abnormalities. Our compassionate staff and volunteers stuck with her through the subsequent diagnostic tests, cancer diagnosis, mastectomy and treatments. Carol today is doing well, and attributes the VSFC with saving her life.

I could tell these stories all day, but the bottom line of all of them illustrates the need for our clinic, and the amazing things that happen here every day. These things wouldn't happen without our committed staff, our passion-

ate volunteers, and our generous supporters. THANK YOU! I am humbled and blessed to be a part of this organization.

Before I close, there is one person to whom I want to say a special thank you – John Moritz. John retired in June after almost four years as the Executive Director of the clinic. During that time John saw the clinic grow significantly in number of patients, in expanded services, and in financial support. John did an amazing job of laying a strong foundation for the clinic and creating an exceptional reputation for the clinic in the community. I am proud to follow in the footsteps of such a great man. Thank you John for your dedication to the clinic!

I will close with an invitation to stop by my office anytime! I am always happy to meet new people, strengthen existing relationships, listen to your ideas, concerns and stories, or simply share a few minutes catching up. Each one of you is an important piece of this organization, and I thank all of you from the bottom of my heart for your dedication and commitment to the clinic and the community!

**Message from the Board President**

I have served on the Board of the Viola Startzman Free Clinic for the past five years, or in other terms, for the last third of the Clinic's fifteen-year existence. During these last five years, we have had three executive directors, and two search committees charged to find suitable candidates for the position. For the last year, it has been my privilege to serve as the board president.

The Board has a very "behind the scenes" role at the Clinic. Whereas some of the board members volunteer at the clinic in professional, clerical, or janitorial positions outside the boardroom, each board member serves the Clinic each and every month

meeting together, reviewing the activities of the clinic, examining the financial reports, making sure policies are in place and up to date, and supporting the executive director. Most board members serve on sub-committees that meet to do more specific work on behalf of the whole board. One of the most important tasks of the board is to envision the future needs of the community and how the Clinic can respond to the growing current and future needs.

During my five years of formal association with the Clinic, I have been impressed with the dedication of the staff, how fortunate we have been to have such good

leadership in our executive directors, and the commitment and dedication of the board members. We are so fortunate to have so many people who are passionately committed to the health, growth and future of the VSFC.

I particularly want to thank the board for their quiet service, the stability they have provided in transition, and the good will and cooperation in which they do the tasks entrusted to them. I think the clinic attracts such strong, talented people to serve on its board because it is such a stellar example of what people can do for others. I am honored to have been a part of its history and mission.



Evelyn Manzella  
Board President

**Message from the Medical Director**

As the volume of people requesting our assistance has increased, I've noticed and been humbled by the dedication of our clinical and support staff.

When I started my role as medical director in 2009, I requested a meeting with Dr. Startzman. I wanted to begin with a firm sense of the VSFC history and the mission that she envisioned. This meeting was very helpful and inspiring; yet, in hindsight all I needed for a sense of mission was to look around

and observe the care we provide.

As the VSFC has become busier, our staff has continued to provide a valuable and excellent service to individuals and the community. We offer walk in sessions, scheduled visits, endocrinology and dermatology specialty services, vision screening, and a wide range of volunteer specialists to whom we refer patients in need.

This hasn't changed, won't be

changing, and remains true to Dr. Vi's vision. With health care reform on the horizon, we intend to continue what we do well because there will continue to be a need.

Through the generous support of Wooster Community Hospital, we will adapt to changing times by implementing an electronic health record for the primary care services. I look forward to being part of a group that continues to find new ways to meet the health-care needs of our neediest community members.



Eric Smith, M.D.  
Medical Director

*Wish List*

*We currently need: bulletin board supplies, copy paper (8 1/2 x 11, bright white and bright colors), post-it notes, postage stamps  
For a more complete list, please visit our website:  
[www.startzmanfreeclinic.org](http://www.startzmanfreeclinic.org).*



**Save the Date!**

The VSFC has several upcoming events. Be sure to mark your calendars- we hope to see you there!

**A Meal that Heals**  
 Monday, January 24, 2011  
 1-9 pm  
 TJ's Trio of Restaurants

**Wine Tasting & Auction**  
 Saturday, March 5, 2011  
 7 pm  
 Montavino Wine Market

**Wooster Urban Adventure Challenge**  
 July 23, 2011



**Free Clinic Network News**

Ann Gasbarre

Since it's formation in February, 2007, the Viola Startzman Free Clinic Network has raised a total of \$126,445 to help the VSFC keep pace financially with the explosive growth in the number of new clients in need of medical services.

The Network has raised the funds through donations, membership dues and by sponsoring two annual fundraisers — A Meal that Heals dinner at TJ's trio of restaurants every January and Clayware for Healthcare held at Moorefield Pottery and South Market Bistro in November.

Clayware for Healthcare has

generated \$36,765 and A Meal that Heals has provided \$51,795.

Playing a major role in the fundraisers have been Greg Tieche and his staff at TJ's along with potter Emily Moorefield and her husband Mike Mariola of South Market Bistro and the City Square Steakhouse.

The Network started out with five original members — Sue Redman, Pat Bare, Jackie Fry, Alicia Wallace and Ann Gasbarre along with past Executive Director John Moritz. Today there are 13 board members plus Executive Director Jaime Parsons.

Current membership in the Network has reached 183 with membership open to anyone in Wayne County. Annual dues are \$15. Since 2007 FCN members have generously donated over 2,483 hours of service. Volunteers can help in many ways, including selling and purchasing tickets to the fund-raising events.

The fifth annual Meal that Heals will be held at TJs on Jan. 24. Dinner tickets are \$27 and will be available at the Free Clinic, at TJ's Restaurant and at Buehler's in Wooster and Orrville. The goal this year is to sell 1,000 tickets.

*Have you purchased yours?*

**Wooster YPs Support VSFC**

**Annual Campaign Recap**

Angle Myers



John Hall, Vice President and Marketing Manager of First National Bank (L) and Kevin Day, Executive Vice President of Western Reserve Group (R), look on as Colin Gordon, a member of the Wooster Young Professionals Steering Committee presents Jaime Parsons with a check for \$1500.

The funds donated were proceeds from the YP Wooster Wellness 5K that took place May 29, 2010. Over 300 people participated in the event. First National Bank of Orrville and Western Reserve Group were platinum sponsors of the event.

Our annual appeal is upon us again. We have sent out almost 4,100 letters to supporters and businesses in our community asking for support. This number has increased, as last year's mailing was about 3,700.

Thank you to all of our wonderful volunteers that helped us to get the mailing out. We are grateful every year to see how our community comes together to support the uninsured and working poor of Wayne County.

Your gift allows us to help our neediest neighbors lead healthy lives, gain employment, and support their families. Patients view VSFC as their primary source of health care, and over half of our patients report they would go without medical care if the VSFC did not exist. We appreciate your support!

**Thank You to United Way!**

We want to say a special thanks to United Way, for their continued, generous support of the VSFC.

Currently, Orrville Area United Way and United Way of Wayne and Homes Counties make up 18% of the VSFC's total support.

Be sure to support United Way during their annual campaign— they support us!



**VSFC used Fair to Reach Community**

**Rebekah Shipper**

This year, the Wayne County Fair included an additional attraction that the VSFC was particularly excited about: us!

For the first time, the VSFC had a booth at the fair where we were able to pass out information to community members and greet supporters.

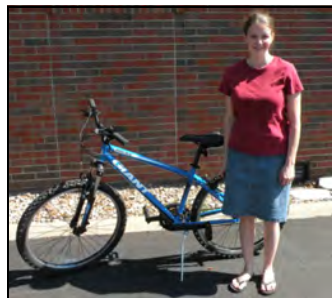
Our time at the fair was a huge success. We were able to inform potential patients and supporters alike about who we are and what we do. And, perhaps most importantly, we were able to reach Wayne County residents that live in the smaller communities and

do not always have a way to learn about the services offered at the VSFC.

Another exciting element of our time at the fair was the opportunity to raffle off a brand new bicycle. The bicycle was generously donated by Ride On Bicycles in Wooster. The information that we collected through peoples' raffle entries was added to our database. Now, we will be able to send out VSFC information to more people than ever.

Thank you to both Ride On for your donation and to the volunteers who sat at the booth

each day. We had more than 36 volunteers manning the booth for several hour shifts each day. *Thank you* volunteers for your time, we couldn't have done it without you!



Congratulations to Joyce Moore, winner of the bicycle raffle!

**Stretching Your Dollar**

**Jaime Parsons**

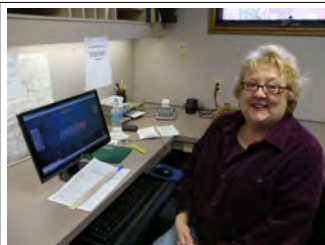
At the Viola Startzman Free Clinic, we want to be transparent with you; when you make a donation to our clinic, we want you to be certain it is being invested wisely and spent on things that are essential, not on "frills." In our community, there are certainly plenty of essential needs you could be supporting with your dollars – we are thankful you have chosen us!

Our budget for 2011 is just under \$1million, roughly where it was for 2010. Though the cost of many of our supplies and services has gone up, and the number of patients has continued to rise, we are not drastically increasing the money it takes for us to provide care. This is because we are always finding ways to

stretch your dollars. We are blessed by volunteers who perform so many essential services for us – without them we would have to pay a lot more in staffing charges. We are grateful for the collaborations of area businesses, hospitals and healthcare providers who provide services and supplies free of charge or at reduced prices to us. Most of all, we are grateful for every single one of our donors, for without you, we would not be able to take our \$1 million budget and provide close to \$8 million dollars worth of services to our community. Now that is stretching a dollar!

I'm always happy to talk with donors about where your money is going. I can assure you that it is going to the es-

entials – saving lives! To me, that's what it's all about. I'd like to close with a story... this morning I was at a check presentation from a local company, when a woman came up to me and threw her arms around me. Through her tears, she said she needed to thank me, because our clinic had saved her daughter's life. We had simply been doing what we do everyday – treating our patients with dignity and respect, taking their concerns seriously, and being aggressive in providing the best quality care that we can – but to this mom, we had diagnosed her daughter's cancer that had been missed for years, and hopefully helped save her life. That is where your money goes when you donate to the Viola Startzman Free Clinic.

**Why I volunteer****June Hult**

It was January and we were attending the annual A Meal that Heals fundraiser for the Viola Startzman Free Clinic.

There I was sitting downstairs at one of the TJ's restaurants enjoying a scrumptious meal with my hubby and thumping my foot to the sounds of music. What a delightful evening. I think how hard Wayne County has been hit because of the economy and lost jobs. It is tough for many.

I fumbled in my purse for money for raffle tickets...still tapping my foot to the beat of the music. I hurriedly filled out the my tickets in hopes of winning one of the donated prizes; prizes provided by companies and people of this community.

I have lived in various cities over the years either because of a job or a situation and have been fortunate in being planted right here. This evening, we may be just two people but we bought tickets to support this fundraiser and to enjoy the delicious food at a very fine restaurant.

The next day, a warm feeling inside of me was still present and I wished I could be more supportive of this free clinic. I wanted to do something... but what? The thought left me for the moment, but shortly thereafter we received a newsletter in the mail from Viola Startzman Free Clinic.

As I was leafing through the pages, I noticed their web-site address and I signed on to my computer. In my search, I found data entry folks were needed. Hmmmmm...now there is something I can do.....I can type. I filled out an application online, met with Rebekah Shipper, the volunteer coordinator, and

shortly began another rewarding experience - inputting data.

I have been volunteering now for over a year and again I see a warm, generous, caring well-organized group of people. These folks put in long hours and greet each person coming through their doors with the utmost concern.

And.....what is so outstanding is my "reward" as a volunteer! I may be one person but I am helping in my own small way. My wages are in "thank you's" from those dedicated folks at VSFC.

Each time I volunteer, I do not leave the clinic without receiving at least one thank you. Those "thank you's" mean more to me than any paying job. The workers and the other volunteers are an incredible group of people. I guess I applied that saying, "Bloom where you are planted."

**Are You Interested in Volunteering?**

We have several volunteer needs. Please contact Rebekah Shipper if you are interested!

**photographer:** we need individuals to come to our walk-in clinics and photograph all the exciting things that happen at the VSFC.

**Website/Facebook support:** we need individuals to help us develop, add content, and manage our social media.

**Sunshine Committee:** we need individuals to serve on a committee to generate and implement ideas to encourage and recognize our volunteers.

**PR support:** we need individuals to help us generate PR story ideas by combing the internet for the hot topics in healthcare.

**Custodial:** we need help cleaning our clinic on a weekly basis.

**Education materials:** if you are in a health care related major, help us create education materials for our Leading Healthy Lives program. In this program, we educate our patients on everything from healthy eating habits to stress management. Interested in speaking? We'd love to have you lead a session where you present your materials to our patients!

**Why I Volunteer**

**Ella Kick, RN**

When asked why I volunteer at VSFC I had to give it some thought...I had never really thought about it. My mind came to my early education...I attended elementary school at St. Mary's where we were taught that it is our responsibility and duty to help those who are unfortunate.

Then I attended St. John Hospital School of Nursing in Cleveland where the students had a 3 day retreat every year. During the retreat we prayed and contemplated where my life would go as a nurse.

During these retreats we were encouraged to use our education and skills to help others... again we were told that it was

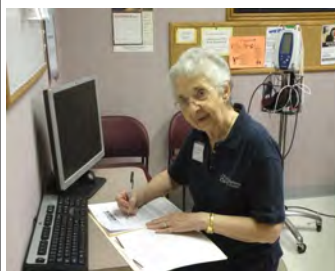
a duty and responsibility to help those in need.

Another reason I volunteer at VSFC is...during the Great Depression my family experienced financial problems like a lot of our clients are experiencing. In the early '30's I had a sister who had lymphatic leukemia and our family had no money for medical care. The pastor at our church contacted Catholic Charities and they sent my sister and mom to St. John Hospital in Cleveland where she got excellent care until she died. So, I think it is pay back time for me.

One last reason...I volunteered at a free clinic in Cincinnati, two free clinics in Tennessee

and spent one summer volunteering at Frontier Nursing Service in Southeastern Kentucky. All of these experiences were good. The people were so appreciative just as the people who come to VSFC are appreciative. It gives me a good feeling when I help someone in need.

I feel blessed to be able to volunteer.



**VSFC Partners COW's Scots in Service for 2nd year in Row**

**Rebekah Shipper**

On October 2, the VSFC partnered with the College of Wooster for the second year in a row for Scots in Service, the college's annual alumni volunteer day. A group of 10 COW alumni arrived early at the clinic Saturday morning, ready for a day of service.

Together, the group scrubbed walls, cleaned exam rooms,

washed windows, and did a variety of office projects. Within a few hours, the group had the clinic gleaming and well organized.

The projects completed during Scots in Service were instrumental in fulfilling the VSFC's mission of treating patients with dignity and respect, which goes beyond

providing patients with high quality medical care; it also includes treating them in a clean and well equipped facility.

Thank you to all of the COW alumni who helped during this year's Scots in Service, and thank you to the College of Wooster for again allowing us to be a part of the event!

**Thank you to the following groups for their donation of time during recent**



service projects: CenturyLink, Melrose 6th Graders, and Lincoln Way 6th Graders.

**Thank you to the boys and girls from Zion Lutheran Church's Bible School who**



collected items for us from our wish list.



Barbara Tickton CrNP

### Clinic NP Reflects on Profession's Past, Present & Future

Barbara Tickton, CRNP

An increase in specialization in the 1960's drew many physicians out of primary care led to a shortage of primary care physicians in the U.S. Many physicians had already been collaborating with nursing leaders who they felt were qualified to expand their role to fill the need of primary care services.

The first program developed was a Pediatric Nurse Practitioner in 1965. The nurse practitioner role has expanded through the years to include: Adult, Geriatric, Family, Women's Health, Acute Care, Nurse Anesthetist, Midwife, Psychiatric N.P. and so forth.

Since graduating from Columbia University in New York City, I had a variety of positions caring for adults and the geriatric population. I enjoyed not only the terrific experience from working in N.Y. but was able by N.Y. law to practice with autonomy and had full prescribing privileges. According to N.Y. law a nurse practitioner was required to practice within his/her scope of

practice, but also collaborate with a physician.

The yearning to come back to my home of Wayne County, Ohio remained strong, but the nurse practitioner laws in Ohio were such that a nurse practitioner could not prescribe medications and required more oversight from a physician. It was not until there was a pilot study done 2004 through the University of Cincinnati and Case Western Reserve nursing schools that nurse practitioners were able to work with more autonomy and prescriptive authority.

Coinciding in 2004 the Doctor of Nursing Practice (DNP) degree was proposed. There are 138 universities across the country offering this degree to date. I particularly like the program at Columbia University School of Nursing because the degree allows one, in my opinion, to be an expert nurse practitioner clinician.

Part of the program description purports: "The

growth of scientific knowledge in the discipline, doctoral level education is required for independent practice. The curriculum includes content which enables the graduate to conduct complex diagnostic and treatment modalities, utilize sophisticated informatics and decision-making technology, and assimilate in-depth knowledge of biophysical, psychosocial, behavioral and clinical sciences." The DNP schools in Ohio are more focused on a degree which allows one to do research or teach.

There are currently approximately 120,000 practicing nurse practitioners in the U.S. I believe that in the future nurse practitioners will need to be abreast of changes in the health care system, continue to provide exceptional educational opportunities, continue to do research, while continuing to strive for excellence in patient care.

**Support the  
VSFC while you  
search the  
internet! Make  
goodsearch.com  
your homepage  
today!**

### Thank You for Using GoodSearch!



In our last winter newsletter, we encouraged VSFC supporters to use goodsearch.com.

GoodSearch provides people with a simple way to support the nonprofit of their choice.

To support the VSFC, simply go to goodsearch.com, make the site your homepage, and choose the VSFC as your designated cause.

With every online search, Goodsearch will donate a

percentage of their revenue from advertisers.

This year, you helped us raise \$93.59, just by using GoodSearch!

Thank you for taking advantage of this simple, yet exciting new way to support the VSFC!

**The Impact of HealthCare Reform on the Free Clinic**

**Jaime Parsons**

If you turn on the news or pick up a newspaper, you are certain to encounter news of the emerging healthcare reform. Regardless of your political view, I am sure everyone realizes that healthcare is a major issue in our country.

change in the law. I can tell you that this has been a question that the leadership of the clinic has been wrestling with for months.

In fact, the VSFC was created as a response to a lack of access to healthcare for many of our neighbors. We have made a significant impact in our community, but the sad fact is that there are over 50.7 million people in America today who do not have health insurance. In Wayne County alone, 15.8% of our community is living with this gaping hole in their life. The need is immense.

We have learned a lot about Healthcare Reform, taken a look at what other free clinics in the United States are doing to prepare for this shift, and have begun to investigate the impact it will have on us.

The short answer to this question is that we are sure that there will always be a need for our clinic. Even if every American had insurance (which by the way, conservative estimates say that about 15 million people will still fall through the cracks), there would still be gaping holes in the healthcare world.

Many people have been asking what the impact of this reform will be on the VSFC. There is no certain answer to this, in part because we don't know what the new governmental leaders will

Access to insurance does not equal access to care. The government is predicting a dire shortfall of healthcare providers to care for the millions of new people on

Medicaid / Medicare.

In addition, many private providers are limited the number of Medicare / Medicaid patients they see because of the low reimbursement rates from the government, and the hassle that usually accompanies the reimbursement.

Many people may find themselves with a shiny new insurance card, but nowhere to get quality, ongoing healthcare.

The truth is that none of us know what the clinic will look like in 15 years. However, I do know this – there will still be a need in the community for healthcare for low-income families. And just as the VSFC took on the challenge to meet the need of the community 15 years ago, I am certain that we will be there to meet the needs (whatever they look like) 15 years into the future.

...we are sure that there will always be a need for our clinic.

**Get Out Your Tennis Shoes to Support the VSFC!**

This summer, on July 23, VSFC friends will have an exciting new way to show their support.

throughout the event.

The Wooster Urban Adventure Challenge is a race that will challenge participants both mentally and physically, all while benefiting the VSFC!

The WUA Challenge is challenging, but accessible to people of varying fitness levels. To be competitive teams will need to have the ability to think quickly on their feet. Teams must work together to be successful.

where the outcome is uncertain and the challenges are not described in detail prior to the event.

Teams of 2-3 participants must solve clues to find checkpoints in and around the City of Wooster. Teams will travel by foot and bike

The biggest obstacle for anyone considering the Wooster Urban Challenge is overcoming fear of the unknown and participating in a fresh, unique event

The average team will finish in 4-6 hours. Participants must be at least 18 years old.

View [www.urbanadventure.com](http://www.urbanadventure.com) for more details.

## Income Sources & Partners

The VSFC thanks the following for their ongoing support:

- The VSFC volunteer team
- Individual donors, including patients
- Revenue from special events
- Donations from service organizations, churches, and corporations
- Wooster Community Hospital
- Dunlap Community Hospital
- Cleveland Clinic Wooster
- Radiology Services of Canton
- United Way of Wayne and Holmes Counties
- Orrville Area United Way
- Grants from private, community, and corporate foundations

## Income Guidelines

The table below provides the 2010 Household Income Guidelines at 200% of Federal poverty levels from the Federal Register 1/23/09. These represent the income levels at which persons become eligible for services of the Viola Startzman Free Clinic.

Household Size	Annual Income	Monthly Income
1	\$21,660	\$1,805
2	\$29,140	\$2,428
3	\$36,620	\$3,052
4	\$44,100	\$3,675
5	\$51,580	\$4,298
6	\$59,060	\$4,922
7	\$66,540	\$5,545
8	\$74,020	\$6,168
each additional person:	\$7,480	\$623

## VSFC Hours

### CLINIC HOURS FOR PATIENT CARE

#### MONDAY EVENING

**Sign in from 4:00 to 6:00 pm**

Assessment from 5:00 to 6:00 pm

**\*\*Patient must be here before 6:00 pm\*\***

#### WEDNESDAY MORNING

**Sign in from 8:00 to 9:30 am**

Assessment from 8:30 to 9:30 am

**\*\*Patient must be here before 9:30 am\*\***

#### THURSDAY EVENING

**Sign in from 4:00 to 6:00 pm**

Assessment from 5:00 to 6:00 pm

**\*\*Patient must be here before 6:00 pm\*\***

### LAB HOURS

TUESDAY from 8:00 to 10:00 am

### PATIENTS MAY PICK UP MEDICATION AND/OR SIGN PAPERWORK

MONDAY: 1:00 pm to 8:00 pm

***(Clinic is closed from 3:30 to 4 pm)***

TUESDAY: 1:00 pm to 3:00 pm

WEDNESDAY: 8:30 am to Noon

THURSDAY: 1:00 pm to 8:00 pm

***(Clinic is closed from 3:30 to 4 pm)***

FRIDAY: 9:00 am to Noon

**Reminder-Please provide proof of household income and Wayne County residency.**

## Newsletter Volunteers

The following helped with the Spring 2010 newsletter:

Murr Printing

#### VSFC volunteers:

Dayna Lanyi, Mimi Lewellen, Elsa Mora, Melinda Duncan, Ardis Gillund, Mike Shipper, Jane Patterson, Cynthia Diehl, Mary Baird, Betty Shull, Kay Casterline and Shirley Buytendyk.

*Thank you!*

# Volunteers Make It Happen!

*The following people and organizations volunteer at the VSFC or at their own facilities. We appreciate their time and support.*

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dba Viola Startzman Free Clinic  
1874 Cleveland Rd  
Wooster, OH 44691



## The VSFC Staff

Jaime Parsons, Executive Director  
Dr. Eric Smith, MD, Medical Director  
George Snedeker, RN, Clinical Supervisor  
Barbara Tickton, Certified Registered Nurse Practitioner  
Karen Redick, Administrative Assistant  
Julie Kelley, LPN  
Tom Guthrie, LPN  
Caitlin Olsen, Patient Coordinator  
Angie Myers, Patient & Database Coordinator  
Rebekah Shipper, Coordinator of Volunteer Services & PR  
Kim Gates, Accountant  
Tammy Barrington, Medication Coordinator

## DENTAL STAFF

Robert Burns, DDS  
Nancy Prosser, Dental Clinic Coordinator and Hygienist  
Jourdan Madigan, Dental Assistant and EFDA  
Heidi Huffman, Dental Receptionist and Assistant  
Katie Kelly, Dental Assistant  
Casey Huffman, Dental Receptionist

## VSFC Mission Statement

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

## VSFC Values Statement

- 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; and
- Our *employees* enjoy competitive pay, open communication, and challenging and rewarding work.

## 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 [information@startzmanfreeclinic.org](mailto:information@startzmanfreeclinic.org). Thanks!