



Caring for you...  
*for life.*

2017 Annual Report



Gifford

## A Message from our Leadership

2017 was a busy year for Gifford: Our Birthing Center celebrated a forty-year anniversary, residents moved in to Morgan Orchard's Strobe Independent Living, all our primary care practices achieved level 3 patient-centered medical home certification, and we were awarded the largest quality grant award of any FQHC in the state.

It was also a year of significant organizational change, transitions that seem to mirror larger state and national healthcare uncertainties. Change, while disruptive, brings opportunities for creative responses to challenges that can transform the way we approach our work.

New initiatives in 2017 included reinvigorating our community outreach program to strengthen support for health-related activities and collaborative partnerships in the community. An expanded focus on Primary Care brought the addition of Addiction Medicine services, a direct response to our community's growing opioid crisis. And we continue to explore and invest in new technology and resources that bring more efficient and accurate testing services for our patients.

Gifford's mission is clear and focused: to provide quality care locally and promote the health and wellbeing of the people we serve. This focus has inspired adaptive responses to change for more than a hundred years, and will continue to ground and guide us as we navigate today's challenges and uncertainty.

Dan Bennett, President and CEO  
Matt Considine, Board Chair



## The New Face of Primary Care: A widening scope of wrap-around services



In 2005 Dr. Ellamarie Russo-DeMara left a private Obstetrics and Gynecology practice to join Gifford's Primary Care team. Her focus gradually shifted from surgery and delivering babies to women's wellness: she added menopause consultation and treatment (becoming Vermont's first Certified Menopause Practitioner in 2009), and began offering genetic testing and counseling for hereditary breast and ovarian cancer.

"I was trained to care for all facets of women's health, from adolescence to menopause," she said. "I've always approached patient care in a holistic manner—listening to the patient and seeing the 'whole picture' is very important."

The "whole picture" her patients shared increasingly included substance use disorders, and Russo-DeMara saw the difficulty these women had when seeking help.

"Addiction, like other chronic diseases such as diabetes or high blood pressure, should be approached as a medical illness and can be managed with medication. It is important for patients to remain stable in their recovery, and the babies of addicted pregnant women have a better outcome when their mother is treated," she said. "Working in addiction medicine was the last thing I thought I'd be doing at this point in my career, but I find it very rewarding to see a patient getting their life back."

Gifford had expanded Primary Care services to include medication assisted treatment (MAT), which combines medication and behavioral therapy to treat addiction. She trained for the program and by 2012 was prescribing Suboxone (which helps with opioid withdrawal) to women seeking help for their addiction. Dr. Ken Borie and Dr. Peter

Thomashow also provide this treatment to patients in Randolph.

Within a year a licensed clinical care coordinator and a nurse from Gifford's Community Health Team were supporting her practice, allowing Russo-DeMara to focus on her patients' medication needs, overall health, and other clinical issues—from pregnancy to menopausal depression and anxiety that can trigger relapse. The care coordinator and nurse help with challenges that can threaten recovery: problems with childcare, housing, transportation, or finding counseling locally. Today Russo-DeMara provides MAT to more than 50 patients (many who have had babies while in the program), and she recently began treating males as well.

### Primary Care that meets changing community healthcare needs

In 2010, Gifford brought Vermont's Blueprint for Health programs to our community. These teams work closely with primary care providers, and they are a regular presence in each of our Primary Care clinics. They provide health coaching, care coordination, and offer support groups, workshops, and free Healthier Living classes in locations throughout Gifford's service area.

Our primary care locations became Federally Qualified Health Centers in 2013, expanding our model of comprehensive primary care to include dental and behavioral health. In 2015 Gifford created a new in-house Behavioral Health program and began collaborating with local dentists to improve access to oral health care.

### Addiction Medicine program expands behavioral health support

Primary care providers are seeing increasing numbers of patients with addiction issues. Russo-DeMara has found that nearly one-third of her MAT patients have become addicted after receiving opioids to manage pain after an accident, surgery, or a dental procedure.

“It became evident early on that a mental health component often influences patients who are struggling or at risk for addiction. Anxiety, depression, and abuse issues make recovery difficult. Addressing and treating the mental health component, along with the chemical addiction, is often necessary to sustain recovery.

In 2017 Dr. Christopher Lukonis, a board-certified psychiatrist also certified in addiction medicine, was brought on to head a newly created Addiction Medicine section. He works with primary care providers on pain medication

guidelines, consults on care for patients tapering off opioids prescribed for chronic pain, and sees MAT patients in the Kingwood and Berlin clinics.

Dr. Lukonis joined Licensed Drug and Alcohol Counselor Jennifer Pelletier, who works closely with Gifford’s primary care practices to initiate a screening and referral process to identify patients at-risk for alcohol and substance dependence. The SBIRT (Screening, Brief Intervention, and Referral to Treatment) questionnaire is now part of all new patient and annual wellness visits.

“Our primary goal is to identify people at risk so we can intervene and help them avoid developing a disorder,” said Pelletier. “Uncovering an existing substance use disorder allows someone to receive early and more comprehensive care, which can lead to better treatment outcomes.”

---

### Offering free education and support for a healthy lifestyle

The Community Health Team offers free workshops, support groups, and health coaching, which all encourage positive lifestyle changes like healthy eating, becoming more active and managing stress.

The Healthier Living workshops focus on specific topics including diabetes prevention, chronic pain management, and tobacco cessation; health coaching provides free support with goal setting and encouragement; and care coordination helps with access to care, connecting with community resources, and care planning.

When Rochester resident Cynthia Thurston learned she was at risk for Type 2 diabetes she enrolled in a Healthier Living workshop for diabetes prevention. She made lifestyle changes and lost more than 60 pounds, exercises regularly, and was so inspired that she became a lifestyle coach for the Diabetes Prevention Program.

Cynthia now teaches four diabetes prevention programs, including an evening class in Rochester, helping her friends and neighbors to get healthier. She is currently training to become tobacco cessation workshop facilitator.



Lifestyle coach Cynthia Thurston leads a Diabetes Prevention Program class in Rochester.



### Improving the technology and experience of breast care screenings

In the spring of 2017 Gifford added 3D breast mammography to Breast Care Services, and created a new suite to include breast ultrasound and mammography in one convenient location. The new suite was designed to create a more relaxed experience for women who may feel anxious or stressed. Soft lighting and music as well as a comfortable chair create a professional but warm environment for the mammogram.

The cutting-edge 3D screening technology provides clearer and more accurate images for both standard (2D) and 3D mammogram exams, reducing the need to come back for additional testing.

“The increased accuracy of this new 3D technology is in itself reassuring for patients—it lets us see breast tissue in greater detail so we can detect smaller cancer earlier, when it is easier to treat,” said Lead Mammographer Kim Nelson. “Dense breast tissue may look similar to cancer tissue on 2D mammograms but 3D mammograms reduce this appearance. This reduces anxiety for women with dense breasts, who often receive ‘false positive’ recalls.”



Left to right: Radiology technologist Brittany Kelton, lead mammographer Kim Nelson, and radiology technologist Mona Parker in the new 3D mammography room.

## A Seamless Web of Community Support



Last summer and fall General Surgeon Dr. Ovleto Ciccarelli held a series of free skin cancer clinics in our Bethel, Berlin, Chelsea, Rochester, Randolph, and White River Junction primary care clinics. Concerned about an increase in patients with basal cell carcinomas, squamous cell carcinomas, and malignant melanomas, Dr. Ciccarelli wanted to help people better understand the warning signs of melanoma.

“If caught early melanoma is curable, and other skin cancers are more treatable if caught early. But warning signs can appear on hard-to-see areas of the body, or in areas that might be difficult to find for the elderly or people living alone,” he said. “Skin screenings are relatively fast and easy—a trained eye can spot unusual or suspicious moles or spots on the skin before they even become skin cancer.”

One hundred seventy nine people received a private, full-body screening, and forty patients received follow-up consultations after their screening. Dr. Ciccarelli saw an average of 20 to 30 patients on each clinic day, and has been invited back for another series of clinics in 2018.

### Supporting health outside a provider’s office

Free screening clinics are just one example of our community role as a resource for improving and maintaining health. We work to address people’s health needs—both in and out of the medical setting.

This year Gifford staff and providers have given health-education talks and visited senior centers to present on topics ranging from nutrition, skin care, and foot health to

wound care, incontinence issues, and joint replacement. They’ve staffed booths at the Vermont Farm Show and Tunbridge Fair, bringing people information on safe backpack tips for kids, breast health, urogynecology services, substance abuse resources, and senior living options.

We’ve partnered with the RUHS Athletics Department, bringing physical therapists and sports medicine providers to train coaches on winter sports ankle taping and prepared a weekly “tips and tricks” publication for the athletes. Providers have held parent information sessions on HPV vaccinations, and given safe sex talks for high school health classes.

### A seamless web of support: renewed support for community partnerships

In 2017 Gifford strengthened our Community Health Program, which coordinates health education events and works to build community partnerships. Bethany Silloway, our new coordinator, works with state and local organizations to create a seamless web of support to help address shared community health issues. A significant part of her work this year has been focused on raising awareness of drug and alcohol abuse, which was identified as a major area of concern on Gifford’s Community Health Needs Assessment report.

Silloway worked with the Regional Prevention Partnership (RPP) to raise awareness on drug and alcohol by promoting national recovery awareness month and overdose awareness day events. Working with RPP and the state,

Gifford installed a drug take-back kiosk off the main lobby, and planned a six-week Opioid Community Forum series for 2018.

Other new efforts included providing first aid bags to the Orange County Sheriff's Department cruisers and Randolph Recreation youth sports program; distributing

Art Bus activity bags to pediatric patients in the Emergency Department; hosting free community lunches in Bethel, Chelsea, Northfield, and South Royalton; and organizing Gifford's Giving Tuesday Employee Food Drive (donating 1,198 pounds of food and a matching \$1,198 check from Chimney Savers to the Randolph Area Food Shelf).

### Medical Kits for Orange County Sheriff Department Cruisers

Last summer Sheriff Bill Bohnyak was barbecuing at one of Gifford's free summer concerts to raise funds for his department. He struck up a conversation with Community Health Program Coordinator Bethany Silloway about her community outreach projects.

"I asked her tongue-in-cheek if she ever thought about helping a sheriff's department," Bohnyak said. "One week later she came back and asked for a list of what supplies were needed."

Now all 15 of the Orange County Sheriff's Department cruisers have medical kits filled with basic supplies (bandages, tourniquets, warming blanket, etc.) that allow officers to provide basic care while waiting for Emergency Technicians.

"It would have put a big dent in my department budget if I had tried to do this myself," he said. "It's great to have this collaboration between Gifford and the Sheriff's department—I'd like to see it continue to grow."



Left to right: Deputy William Pine (with Diesel), Gifford Community Health Coordinator Bethany Silloway, Sheriff Bill Bohnyak.

## Celebrating New Life: 40 Years and 11,000 Births



Forty years ago a Gifford nurse gave birth in a newly created “birthing room,” a space where she could be supported by family during both labor and delivery and could stay with her newborn after birth. That 1977 baby was the first to be born in Gifford’s Birthing Center, the first family-centered, hospital birthing center in Vermont.



A pioneering alternative to traditional delivery rooms, the Birthing Center was soon known across the state (and beyond) for offering a warm, personal environment where women’s preferences and families’ needs came first and childbirth could unfold naturally.

### Family-centered focus through 40 years of growth

Soon Gifford’s delivery room was replaced with four birthing rooms, each with space for families to be together after the birth. Women travelled from all over New England to have their babies in this supportive environment. In 1999 a separate Birthing Center was



created, transforming hospital rooms into a home-like unit for individualized family-centered care. We opened a new, larger center in 2016.

### Team centered OB/Gyn care and low-intervention midwifery

Today expectant parents receive 24-hour care from our team of certified nurse-midwives, experienced nurses, and board-certified obstetricians/gynecologists. Gifford still believes that childbirth is a natural process, but offers a number of pain management options, including water therapy, pain medicine, and epidurals for women who need or want them.

Professional expertise and facility updates have been added over the years, but our Birthing Center still has handmade quilts, rocking chairs, and ample space for family, providing a relaxed atmosphere and personalized support for moms and their newborns.

### The “heart and soul” of Birthing Center care

For many the Birthing Center nurses—some who have been here 30 years—represent the “heart and soul” of our center. Famous for their compassionate, personalized labor support and care, they go out of their way to make this life-changing event as special as possible for families. Many couples bond with the nurses during the birth of their first child, and then bring the entire family back to visit at the birth of subsequent siblings. And today, some of these nurses are helping to deliver a new generation of babies, some the grandchildren of mothers who came to the Birthing Center years ago.

## Highlights



### Community Outreach

Development Director Ashley Lincoln, Development Committee Chair Carol Bushey and Gifford volunteers celebrated the holiday season by packing boxes for the Randolph Area Food Shelf's annual Christmas distribution to local families in need. Throughout the year we partner with organizations like the food shelf, schools, and Senior Centers on initiatives that help to improve the vitality and health of our community.



### Pharmacy

Our pharmacy relocated to a new space, increasing its footprint by 200 square feet. The expansion allowed for new lighting and fixtures, all built to energy-efficient standards, and improved the functionality of the space for employees while providing better access to the medical/surgical unit.



### Urogynecology

In August we welcomed Dr. Ann Viselli, who specializes in evaluating and treating disorders of the pelvic floor, with particular emphasis on urinary incontinence, pelvic organ prolapse, and pain disorders. Based in Randolph and Berlin, she offers innovative nonsurgical, as well as minimally invasive surgery for these conditions.



### Last Mile Ride

In its 12th year, the Last Mile Ride broke previous fundraising records with nearly 400 runners, walkers, and motorcycle riders raising a total of \$105,000 for end-of-life services. The funds raised help people with advanced illness celebrate the time they have left with friends and loved ones, supporting patients in the hospital's Garden Room suites, and also those who choose to remain in their home.

## Highlights



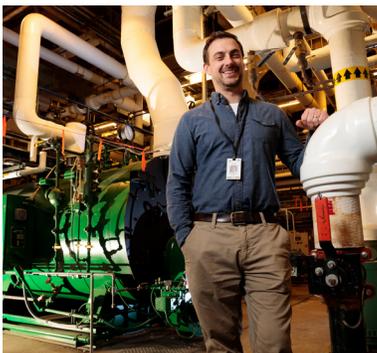
### Independent Living

On September 26, Gov. Phil Scott helped us officially celebrate the opening of 49 new apartments at Morgan Orchards Senior Living Community in Randolph Center. Located in the Strode Independent Living building, the apartments offer active seniors the best of small town life combined with the ability to choose aspects of senior living support that work best for their lifestyle.



### Timeline

Gifford has undergone many changes since it began in 1903. With the closing of our biggest capital campaign to date we created an installation to honor how far we've come. Located in the hallway leading to the Howell Pavilion, this historical hallway immerses visitors in Gifford's rich history.



### Energy Efficiency

In October we installed a new 80 HP Power Steam Boiler on the Randolph campus. The new boiler, the most fuel-efficient of this size, produces 2,760 pounds of steam per hour while consuming no more than 22.5 gallons of oil. We anticipate a savings in fuel usage of roughly 3,600 gallons per year.



### Giving Tuesday

In 2016, Gifford staff tried something different – a food drive in support of Giving Tuesday. That first year saw a record-breaking 1,020 pounds of food donated to the Randolph Area Food Shelf. This year our staff was even more generous, donating 1,198 pounds of food with Chimney Savers of Randolph matching a dollar for every pound. This giving was limited to Randolph—staff from our community clinics in Bethel, Berlin, Sharon, and White River Jct. also made donations to their local food shelves.

## Highlights



### Orthopedics

Gifford's Orthopedics welcomed two new surgeons in 2017. Dr. Alexander Orem joined the team in November, offering adult joint replacement surgeries and bringing anterior approach total hip replacement and bone-saving knee surgery expertise. In December, Dr. Derek Chase joined him, specializing in arthroscopic knee and shoulder surgery, upper extremity surgery, and fracture care, as well as muscle-sparing anterior hip replacement.



### Menig Nursing Home

One of Menig's residents celebrated her 100th birthday this year. D'Ann Fago, formerly of Bethel, grew up in Kentucky and was always drawing or painting. Art is a passion she has carried through her life, from learning pottery and weaving in North Carolina, to studying in Boston through an Isabella Stewart Gardner Scholarship. Even today, D'Ann's room is adorned with her artwork, featuring the beautiful views of the Vermont landscape she captures from her room at Menig.



### Chapel Dedication

In December community members, chaplaincy volunteers, and staff gathered to dedicate the new Chun Chapel, which was relocated during hospital renovations. Named after Dr. Kwang Ho Chun, who served as chief of surgery from 1974-1992, the chapel serves as a peaceful space at the heart of the hospital. Gifts presented during the celebration included religious and secular symbolic offerings, such as a Jewish Prayer Book, a copy of the Qur'an, and a Bible.



### Volunteers

Volunteers graciously gave over 14,166 hours working at the hospital and clinics in 2017. That's 1,770 eight-hour workdays! Volunteers support staff in a variety of ways, ranging from office work and greeting visitors to giving patients Reiki. Three volunteers (Eliza Meeker, former R.N., hospital chaplain Catherine Seymour, and Bonnie Willet) offer Reiki each week to patients staying in the Birthing Center and Inpatient Unit as well as their families.

Volume totals for services

	2017	2016
Inpatient admissions	1,627	1,672
Short stay or same day admissions (outpatient)	1,050	1,171
Other outpatients	68,044	69,549
<b>GRAND TOTAL</b>	<b>70,721</b>	<b>72,392</b>
Total patient days of care	17,831	18,790
Average daily census (hospital and nursing home)	48.9	51.5
Average length of stay in days (acute patients)	3.6	3.8
Births	180	183
Surgical procedures	1,771	2,059
Emergency treatments	7,191	7,855
Endoscopies	824	926
Cardiology exams	3,300	3,361
Respiratory care	12,227	11,218
Laboratory procedures	154,591	158,526
Radiology procedures (not including CT and MRI)	26,917	26,498
CT scans	3,926	3,573
MRI	1,368	1,460
Radioisotope procedures	485	507
Physical therapy procedures	39,260	33,320
Number patient meals served	56,547	60,357
Physician offices visits	93,432	91,475

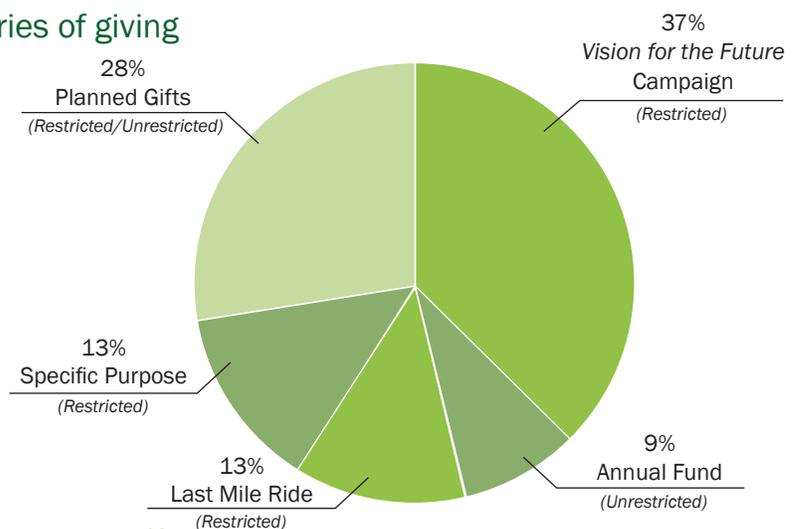
Admissions and visits by top 20 towns

	Inpatient	Outpatient	Total
Randolph/Braintree	555	22,337	22,892
Bethel	165	6,309	6,474
Royalton	100	5,378	5,478
Barre	90	3,258	3,348
Chelsea	99	3,211	3,310
Rochester	96	2,542	2,638
Northfield	72	2,525	2,597
Tunbridge	49	2,011	2,060
Brookfield	38	2,009	2,047
Montpelier	32	1,534	1,566
Williamstown	39	1,456	1,495
White River Junction	4	1,366	1,370
Sharon	12	1,352	1,364
Stockbridge	9	865	874
Roxbury	11	560	571
Hancock	12	513	525
Norwich	-	517	517
South Strafford	2	358	360
Pittsfield	6	323	329
Strafford	1	298	299
Other VT towns	193	8,848	9,041
Other states	41	1,499	1,540
Other countries	1	25	26
<b>GRAND TOTAL</b>	<b>1,627</b>	<b>69,094</b>	<b>70,721</b>

Giving Statistics

Gifford’s success would not be possible without the support of our friends. Donors invest in a variety of funds, including Gifford’s general fund, specific purposes like education and senior services, and the Last Mile Ride. The pie chart shows the categories donors supported in 2017. Together we’re ensuring high-quality, compassionate health care is available to everyone in our community.

Categories of giving by type



**Balance Sheet**

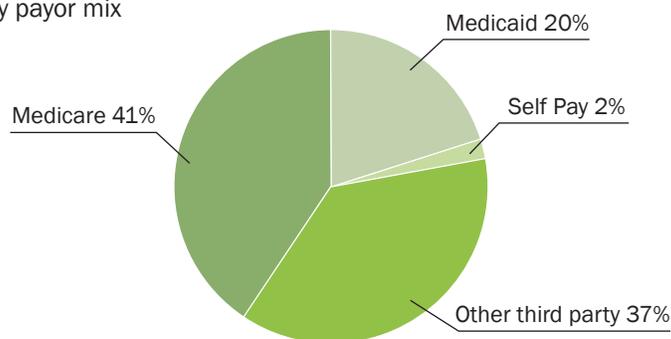
Years ended September 30, 2016 & 2017	2017	2016
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	2,597,166	\$2,932,437
Short-term investments	2,167,825	2,113,059
Patients accounts receivable, net	9,983,786	8,880,563
Estimated third-party settlements	539,373	-
Other receivables	155,506	266,250
Supplies	1,423,309	1,340,222
Prepaid expenses	1,842,885	1,446,942
Current portion of pledges receivable	383,838	489,236
<b>Total current assets</b>	<b>19,093,688</b>	<b>17,468,709</b>
<b>ASSETS LIMITED AS TO USE</b>		
Internally designated for capital acquisition	22,836,249	20,765,970
Held by trustee under indenture agreement	-	-
Long-term investments	9,102,634	8,358,557
<b>Total assets limited to use</b>	<b>31,938,883</b>	<b>29,124,527</b>
<b>PROPERTY AND EQUIPMENT, NET</b>	<b>53,443,851</b>	<b>42,889,323</b>
<b>OTHER ASSETS</b>		
Pledges receivable, excluding current portion	24,856	150,735
Other assets	4,525,547	3,971,003
<b>Total other assets</b>	<b>4,550,403</b>	<b>4,121,738</b>
<b>Total assets</b>	<b>109,026,825</b>	<b>93,604,297</b>
<b>CURRENT LIABILITIES</b>		
Accounts payable	4,063,573	3,608,324
Accrued expenses	7,779,031	6,245,208
Estimated third-party payor settlements	319,554	631,786
Current portion of long-term debt	861,944	592,832
Other	108,194	216,875
<b>Total current liabilities</b>	<b>13,132,296</b>	<b>11,295,025</b>
Deferred annuity, excluding current position	431,669	414,606
Long-term debts, excluding current portion	29,312,256	19,396,561
Interest rate swap agreement	2,508,065	3,878,971
Long-term deferred compensation	6,644,353	3,769,436
<b>Total liabilities</b>	<b>52,028,639</b>	<b>38,754,599</b>
<b>NET ASSETS</b>		
Unrestricted	54,696,906	52,473,839
Temporary restricted	891,702	1,126,996
Permanently restricted	1,409,578	1,248,863
<b>Total net assets</b>	<b>56,998,186</b>	<b>54,849,698</b>
<b>Total liabilities and net assets</b>	<b>109,026,825</b>	<b>93,604,297</b>

**Statement of Operations**

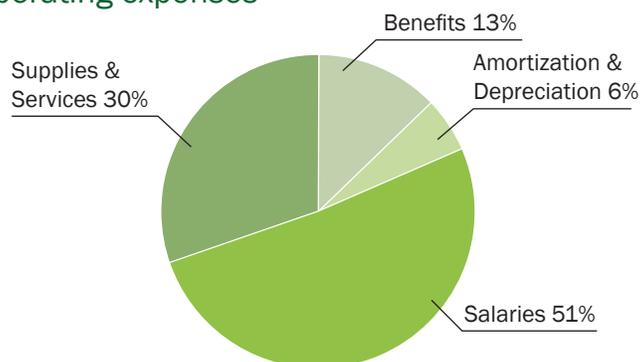
Years ended September 30, 2016 & 2017	2017	2016
<b>WHERE THE MONEY COMES FROM</b>		
We billed for services to inpatients	33,302,739	35,074,574
We billed for services to outpatients	97,765,597	96,404,483
We had other operating revenue of	4,902,553	5,362,683
<b>Total operating revenue</b>	<b>135,970,889</b>	<b>136,841,740</b>
<b>BECAUSE WE DID NOT RECEIVE FULL PAYMENT FOR AMOUNT BILLED</b>		
From those unable to pay (charity care based on charges)	399,736	436,809
From Medicare and Medicaid	47,615,295	47,510,952
From other contracted payors	14,222,750	14,191,583
To allow for those patients who are unwilling to pay (bad debt)	2,996,674	3,400,723
<b>Therefore we wrote off</b>	<b>65,234,455</b>	<b>65,540,067</b>
<b>OUR NET REVENUE WAS</b>	<b>70,736,434</b>	<b>71,301,673</b>
<b>WHERE THE MONEY GOES</b>		
To pay our employees salaries and benefits	46,392,198	46,723,402
To purchase supplies and services	21,097,479	19,587,616
To allow for wear and tear on buildings and equipment	3,940,024	3,772,108
To pay for utilities	1,226,510	1,192,045
To pay for interest on our outstanding debt	810,233	767,112
<b>OUR TOTAL EXPENSE WAS</b>	<b>73,466,444</b>	<b>72,042,283</b>
<b>THIS PROVIDES US AN OPERATING REVENUE OF</b>	<b>(2,730,010)</b>	<b>(740,610)</b>

**Percentage of revenue**

by payor mix



**Operating expenses**



Gifford is uniquely special because of the people who work here. Each year we hold an Employee Awards ceremony to recognize staff members for their dedication and years of service (employees are recognized for every five years of service). This year the following individuals were honored at a banquet held at the Blue Goose Farm in Randolph Center.



**5 years**

- Wendy Benedict
- Karen Boguzewski
- Jessica Bresett
- Paula Brown
- Karen Bushway
- Christine Covino
- William Craig
- Noreen Fordham
- Patrick Giordano
- Aaron Hutchinson
- Eric Koch
- Kelly Murphy
- Wayne Parezo
- Andra Perreault
- Ashley Rogers
- Bethany Silloway
- Annette Weydener

**10 years**

- Ruthie Adams
- Cindy Angelillo
- Carri Baker
- Charlene Baker
- Kassandra Benedict
- Nicolas Benoit
- Tera Benson
- Marilyn Bradshaw
- Theresa Dezan

- Timothy Flanagan
- Ellen Fox
- Janice Giles
- Tammy Hooker
- Dorothy Jamieson-Brown
- Melissa Lafayette
- Dennis McLaughlin
- Melinda Mercier
- Rebecca Olmstead
- Stacy Pelletier
- Deidre Shepard
- Jessica Spencer
- Debra St. Germain
- Stuart Standish
- Troy Stratton
- Gail Tidd
- Robert Wagner
- Rachel Westbrook
- Amanda Wheeler

**15 years**

- Karen Bonoyer
- Pamela Caron
- Joanne Colson
- Deborah Kendall
- Melissa LaPerle
- Deanna Perreault
- Marie Poulin
- Phyllis Reynolds
- Stephannie Welch

**20 years**

- Lynda McDermott
- Bruce Mitchell
- Theresa Parezo
- Karen Scoppe
- Bonnie Stride

**25 years**

- Dennis Henzig
- Kathy Manning

**30 years**

- Suzanne Burgos
- Penny Maxfield
- Susan St. Peter

**35 years**

- Nancy Harrington

**50 years**

- Effie Farnham