

## RUTLAND

The out-of-state son of a SASH participant called the SASH coordinator after becoming concerned about his mother. He had talked to her several times that weekend and said she was confused. He wanted to call an ambulance and have her evaluated at the hospital. As the conversation continued, the SASH coordinator suspected there might be a problem with a recent medication change and convinced the son to hold off.

The SASH coordinator gathered initial information and connected with the SASH wellness nurse. The nurse accessed the participant's medical records online and then contacted the pharmacist of record, whose information did not match what was in the participant's medical records.

The nurse contacted the office of every medical provider and was able to compile an accurate medication list. She coordinated with numerous family members to inform them of the woman's cur-

rent (and correct) medications, then donned appropriate PPE and conducted a home visit with the participant, interacting with her from the porch.

She verified that the woman's pill box was correctly filled for the week and determined that unclear communication from health care providers was the cause of her confusion. Daily follow-up with the participant confirmed that she was taking her medications properly and was no longer confused.

Thus, **SASH helped the participant and the family and made it possible to avoid an expensive and unnecessary trip to the hospital and potential hospitalization.**

## MONTPELIER

As the coronavirus arrived in Vermont, SASH coordinators and wellness nurses were contacting every participant to design an individual action plan for COVID-19. During one such call, the nurse discovered that a diabetic partic-



ipant had a painful foot ulcer. She had not sought treatment for fear of contracting the virus.

After further conversation, the nurse determined immediate medical attention was required. The nurse convinced the woman she needed treatment and then made the appointment for her. **Without SASH's intervention, the ulcer likely would have worsened, which could have led to hospitalization, surgery and/or amputation, as well as costly follow-up care.**

## ST. ALBANS

A worker from the local crisis hotline reached out to the SASH coordinator about a participant who was experiencing high levels of stress, anxiety and loneliness related to COVID-19 isolation. The SASH coordinator immediately contacted the individual by phone. She learned that the



[sashvt.org](http://sashvt.org)



participant was physically okay but potentially at risk for suicide. **The SASH coordinator and wellness nurse contacted local partners and quickly arranged for mental health wrap-around services through local agencies. The person is now stabilized and reportedly is doing well.**



## MORRISVILLE

The resident-services manager at Copley Terrace reached out to SASH seeking help for a resident who could no longer shop for groceries due to the shutdown of the community transportation service.

Upon learning that the resident had no local family or other supports to draw upon, **the SASH Coordinator jumped into action, ensuring that the participant had essential groceries until the local transportation service was restored.** The SASH coordinator continues to follow up weekly with this person.

## SOUTHERN VERMONT

A SASH participant whose wife had died a year ago experienced a delayed and traumatic grief response during the early weeks of the pandemic. He had always prided himself on never needing help, but the isolation brought on by the pandemic caused buried feelings to rise to the surface. He acknowledged his severe distress at the end of a casual conversation with the SASH coordinator, who quickly connected him with the SASH wellness nurse.

**Their weekly, supportive conversations continue to this day. No longer distraught, the participant recently told the SASH coordinator that if it wasn't for SASH, he would not be here.**

May 27, 2020  
To Whom It May Concern,

Having moved to \_\_\_\_\_ 6 yrs. ago (come July 4<sup>th</sup>), it was not long before I had a visit from \_\_\_\_\_ a Sash co-ordinator. Since then I have discovered that I was right to sign up for their help. From getting a group of ladies together at our Community Room for crafts, coloring, painting, visiting, and the Farm to Table program providing fresh vegetables once a month during the growing season. Most importantly is the communication - especially during this most difficult Covid-19 corona virus isolation. Instead

of receiving the bulletin once a month, we're getting it twice - filled with helpful information on the conquering or controlling many viruses through out the years, plus lots of activities to do, such as puzzles, receipts, etc., etc. The help you receive, should you have a health problem, is so efficient and makes you know you have an advocate to rely on. This has been proven again with a friend in trouble who called me for a decision about whether to call the ambulance to go to the ER or not. I immediately called \_\_\_\_\_, and she has handled it from there.

We have a wonderful nurse, \_\_\_\_\_, who comes right over to solve a health issue. you can tell she is concerned, and cares about you. She also taught Tai Chi free of charge. So... Kudos to our SASH team.

Sincerely,