



WE FINISHED OUT 2020 still standing on our feet! With all kidding aside, this was easier said than done, and as I reflect on being one year into the global pandemic, I am so proud of how our staff, board and volunteers have persevered with incredible commitment and flexibility. They continue to deftly manage the ongoing challenges that require us to anticipate, analyze, and problem-solve COVID's dynamic trajectory. Our fatigue is lifted by patients' gratitude, our current national leadership, and the growing availability of the vaccine. We have greatly missed and felt the absence of our many amazing volunteers; yet we do not regret our decision to mitigate risk and keep them safe. Our annual appeal was the strongest in our history, due to tremendous support from so many individual community members, our local United Way, and private foundations. Our established and trusting relationships with local partners have allowed for us to deepen our reach and protect the communities we collectively serve.

March 17, 2021 was a historic, emotional day. That day, Open Door Clinic's outreach team went to three farms (two dairy and one poultry processing) and gave our first COVID-19 vaccines: 42 to immigrant workers and 36 to US-born farmers who work with them. "When I think about all the people who have been getting vaccines and have had relative ease accessing it, I think about our patients and think that our ability to go out, give them the vaccine, and put them on equal footing with others is a breakthrough", says Julia Doucet, ODC's Outreach Nurse and coordinator of our vaccination team. She adds: "I felt a lot of anxiety, not only because we were taking the old mold of

outreach and flu clinics, which we are accustomed to doing, but we had a whole new team of volunteers and a very finicky vaccine that needs to be closely managed from the moment you draw it up until it's administered. It was really exciting to see how excited people were, and to think about the gift that the vaccine was providing them. It really is the first step towards their worlds opening up again, being able to being with their loved ones again. With speed and efficiency, I think our team worked like a fairly well-oiled machine."

What the ODC has historically endeavored to do, and what we have been doing since March 17th, is nothing short of remarkable... and humanity at its best effort — caring for others. Within the state and nation, we are leaders in getting vaccine into the field, bringing greater access and health equity to our community members and people of color who have long-faced great disparities in care. This life-saving work is pivotal and our involvement is deepening the connection between us all. As long as the Vermont Health Department continues to provide vaccine, we plan to keep vaccinating!

To quote Mary Oliver, "It is a serious thing, just to be alive, on this fresh morning, in this broken world." We are happy spring is here. And even happier that the vaccine is too!

With much hopefulness and gratitude for all the helping hands,

Heidi R. Subel

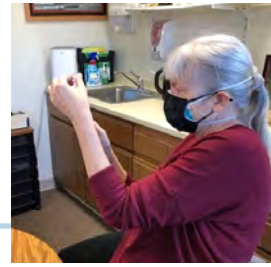
THE VACCINE IS HERE!

“ Giving the vaccine is giving people who are at higher risk of morbidity an opportunity to have their lives back. It’s cool.
Julia Doucet, RN, ODC’s Outreach Nurse, after the first day giving COVID-19 vaccines in the field, on 3/17/2021 ”



“For me, it felt great to be a part of the start of this great change. I was so happy to be able to help and make a difference. I also really appreciate all the work behind this effort and everyone’s individual interest!”

Alicia Rodriguez



“March 17 was the very first day I had ever walked into the trailer that houses the Open Door Clinic. I had met Julia and Paola briefly before that day, but certainly not all the other volunteers! I was impressed with the level of enthusiasm and strong sense of community that was present amongst the volunteers. Everyone seemed genuinely excited to be there, very willing to do whatever chore/task was asked of them, and very respectful of the Open Door patients’ comfort and concerns. As I reflect on that day, I think of each individual volunteer that was present coupled with a group/team perspective. I feel there was a lot of very positive energy, combined with a healthy dose of “we’ve never done this before, I hope we can pull this off” groundbreaking anxiety, mixed with a palpable desire to truly help out each patient on an individual basis to collectively contribute to bringing our world a tiny step closer to being COVID free.”

Julie Olin, MD





“It felt really good to be contributing to the vaccination effort, plus quite emotional. I was happy that farm workers were being protected, they are very important to our community.”

Kate Williams, RN



“I have given hundreds, if not thousands, of vaccines over the course of my 30 years as an RN, but I have never had the feelings that I had when I gave that first COVID-19 vaccine. I was in awe of the privilege of not only administering this life-saving medicine, but also of providing it to this population which has been so underserved during this pandemic.”

Mary Beth Tichacek, RN



“This vaccination program is very important to the health of the farm workers and the community we live in. Organizing the campaign is complicated. The ODC team did a great job coordinating all the varied moving parts.”

Chris Grace, MD



WHAT GETTING VACCINATED MEANT

"Honestly, I didn't want to get it. There are rumors and concerns for the consequences of this vaccine in the future. But I did it. There is no other way to be safe from this disease."

Matilde Fuentes Camacho, ODC Patient



"Hope."

Melanie Clark, ODC's
Vermont Health Connect
Certified Application
Counselor

"We all felt relieved. Our guys are not only essential, but they feel like family."

Christine DuBois,
farm owner in Addison County

"I had just gotten back to Vermont after visiting my parents in Los Angeles (for the first time in 9 months!) when I received the news that I was eligible for the COVID vaccine. The first thing I did after ending my quarantine week was to get the vaccine! After spending a few weeks in LA over the holidays, I came to really see the impact that COVID has had in big cities. I waited in a car line for over 2 hours just to get a COVID test, and waited another 5 days to hear back from them with my results. Nearly every family I knew in LA had been profoundly affected by COVID, and I spent Christmas Day delivering care packages to the doorsteps of families and friends recovering from it. Getting the vaccine - but more importantly, signing up my parents for it shortly after - felt like such a blessing and relief, especially knowing that my mom, as an essential worker, was now more protected. I am hopeful that as more and more people receive the vaccine, we will be able to safely spend time with the people we care about!"

Paola Meza, ODC's Patient Services Coordinator



As we complete ODC's 5th week of COVID-19 vaccine outreach program, we've given **490** first doses and **233** second doses, totaling **723** shots given at farms in Addison County!



"I'm very happy because I don't want to be at risk. When I get my second shot, it will feel even better."

Fredis Flores, ODC Patient

"One of the first things I was able to do after I was fully vaccinated was to meet with an old professor and have tea and talk at his office, without the fear of dying or killing anyone. It felt nice to have a semi-normal Middlebury gathering again."

Jilly dos Santos, ODC's Administrative Assistant

"I just wanted to write and say thank you very much for you [Julia Doucet, ODC's Outreach Nurse] and your crew coming out to the farm today. Our farm team has a palpable sense of pride that we can be part of the pandemic fight by getting vaccinated. Also you personally have been an instrumental resource to us in helping to navigate and defend ourselves from COVID cases on the farm. You all should be very proud of your efforts."

NS, farm owner in Addison County



"It felt like such a big privilege to qualify so early for the vaccine. When I rolled up my sleeve, I thought of my friends and family in Brazil, and wished they had the same opportunity. So many people want to get it and can't, we must do it for them too. The intense chills, fatigue, and fever I had after the second dose put me in bed for a full day and gave me time to think. It's the least we can do to help end this pandemic. It's a civic duty."

Christiane Kokubo, ODC's Communications Specialist

2020, AN UNEXPECTED YEAR

January 2020

We host Middlebury College's January-term intern Maren Walsh, and continue to host intern Nico Plume



March 12, 2020

Our last in-person clinic. ODC pivots to remote triage and a referral model. We start monitoring our clinic cell phone 24/7



March 18

ODC sends a message to all volunteers to cancel all foreseeable clinics. Bilingual messages are added to ODC's Facebook page, website, and voice-mail box



February 25

With Middlebury College Mountain Club, ODC organizes a ski trip for patients at Rikert Nordic Center, part of a new mental health initiative



March

University of New England cancels the dental externship program and dental offices close. Our dental program is put on hold



June—September

Kiana Plouffe, raised in Middlebury and a junior at St. Lawrence University, is our indispensable Spanish-speaking summer intern



July

Christiane Kokubo, ODC's Communications Specialist, and her spouse, Nate Shepard, welcome their son, Manel. She is on maternity leave until October



May

After 4 years, Josh Lanney leaves his role as ODC's Patient Services Coordinator and relocates to the Midwest. Paola Meza moves into the role, combining it with her work as ODC's Dental Coordinator. Ike Chepolis becomes our new dental assistant. Dental offices open up again



July

Paola Meza and her fiancé, Rich Brach, also a volunteer at ODC, postpone their wedding in California



August

Board member Matt Kimble provides a virtual talk to patients, staff, and board entitled "How are we supposed to cope during times such as these, when social distancing, financial, and health issues add to the stress that we feel?"

“ You all helped us out a great deal when we needed it, more than once. Anything I can do to share that in hopes that others can get affordable care will make me happy. Thanks for all you do! ”
 Jean Koch, ODC's former patient, raised \$157 for the ODC on Facebook for her birthday



April 6
 ODC's first farmworker patient is admitted into the hospital for suspected COVID-19 infection



April 14
 Julia Doucet begins meeting with other community organizations that serve migrant workers to better streamline services, resources, and communication, and brainstorm future programs



March 25
 ODC begins telehealth visits either by video or telephone call. ODC volunteer Medical Director, Linn Larson, together with volunteer doctors Chris Grace and Terry Naumann, are available for phone consults, telemedicine visits and triage calls. We limit our staff to only three people in the office at one time



April 8
 ODC's Board President, Carol Causton, RN and Julia Doucet, ODC's Outreach Nurse, make their first farm visit to drop off COVID kits



April 20
 Julia Doucet and Heidi Sulis, ODC's Executive Director, provide testimony to House Health Care and Senate Health and Welfare Committees on how we are providing care to our patients during the pandemic

September
 Magdalena Deloya joins our team thanks to a grant from the Vermont Department of Health. Born and raised in Veracruz, Mexico, she is ODC's very first Outreach Educator, primarily working to address COVID-19's myths and facts



November 6
 After 8.5 years, Jody Brakeley retires from her position as ODC's Clinic Manager and Nurse Case Manager



December
 Julia Doucet is the first at the ODC to receive the COVID-19 vaccine!



September—December
 Fall outreach requires unique planning. We create new policies and guidelines, including open-air location vaccination only, we buy a tent and a propane heater, and in part with a gift from International Paper, we purchase a new-to-us 10-year old Dodge Caravan as our beautiful outreach vehicle



DURING THE PANDEMIC

STORIES THAT REFLECT SOME OF OUR WORK IN 2020



Late one Friday evening, Julia Doucet, ODC's Outreach Nurse, received a WhatsApp message from Jose, a patient who works on a local poultry farm, asking about options for quarantining relatives who were arriving from Mexico and had no place to safely stay. The boss at work had prohibited them from staying with the other workers for fear of potential exposure to COVID. The farm was entering into the busy turkey season and could not afford the risk of infection.

Julia contacted Sara Chesbrough, Health Operations Center Equity Technical Advisor, at the Vermont Department of Health, to inquire what might be available for this situation. Sara connected Julia to her colleague Sarah Phillips, in the Vermont Office of Economic Opportunity. Sarah let Julia know about the Harbor Place Motel in Shelburne, the designated isolation/recovery site for the State Emergency Operations Center statewide housing strategy in Vermont.

Julia contacted the Harbor Place staff and luckily there was one room available that would work for the two arriving relatives. A flurry of emails ensued between Julia, the Associate Director of Resident Services, and the Service Coordinator from Champlain Housing Trust to coordinate arrival, language interpretation, and support services.

Meanwhile, Julia worked with Jose to collect the necessary information about his relatives and fill out and submit the paperwork. Arrangements were made to welcome the two "guests" who would be arriving from Veracruz around 10 pm on Saturday, after a brief stop in Texas.

Unbeknownst to us, one of the farm owners had decided to offer the arriving relatives (along with three additional people) the use of his rustic hunting camp on a remote corner of the farm's hundreds of acres. A few hours before they were due to arrive, Jose called Julia to let her know that his relatives and three of their friends had decided to stay at the camp to be closer to people they knew and trusted. While the cabin had heat, it didn't have running water, but with Jose to bring them food, water, and other necessities, they felt more comfortable there. Julia informed the Harbor Place staff of the change in plans and their reservation was cancelled.

On Monday, Julia spoke to the farm manager and owner to arrange for establishing the new arrivals as ODC patients, provide flu shots, and offer COVID testing. Julia, with full PPE, stopped by the camp, assisted the newcomers with clinic paperwork, provided ODC contact information, and gave flu shots.

A week later, she and Paola Meza, ODC's Patient Services Coordinator, went back to the hunting camp to test them for COVID. Because of the training and support of the Vermont Department of Health, these workers were able to safely arrive in Vermont without endangering others. All five of them received negative test results within 36 hours and were able to begin work right away.

“ Thank you to you and your team for an efficient process today. Your team is very professional and made people feel comfortable. Our folks really appreciated the vaccine being made available and accessible. ”

Mary Mitiguy, Champlain Orchards



Jason and Sierra moved to Vermont in the late Fall and have been living in an RV. Jason is morbidly obese, and his wife has a myriad of health issues of her own. They struggled with finding a way to receive medical care until they learned about the Open Door Clinic from a neighbor. They made appointments and were seen by our providers. They were screened to see if they were eligible for health insurance, but weren't at the time, because Jason's unemployment benefit put them over the threshold for Medicaid, and they didn't have a special enrollment period to purchase a plan.

Unable to enroll in insurance, Jason and Sierra continued to be seen by our volunteer providers. We assisted them with not only their existing healthcare issues, but ensured the couple received preventative services and helped them enroll in other free healthcare services available to them. Recently, Jason had noted on his paperwork that his unemployment benefits had been exhausted. His benefit was unrelated to COVID-19, so he wasn't eligible for an extension. At this point, one of ODC's nurses notified Melanie Clark, ODC's health insurance assister, who worked with them to enroll them in Medicaid. Melanie counseled the couple about their benefits, worked with Medicaid to resolve a prescription billing issue, and assisted them in finding a new primary care provider and dentist.

Prior to being seen by the ODC, Jason and Sierra had been delaying care and not taking their necessary prescriptions. Sierra felt helpless and was living in constant fear for her health. Four months later, Jason and Sierra are now taking their required prescriptions, have their healthcare back on track, and are getting their insurance for free through Medicaid. One call to the Open Door Clinic was all it took to completely turn Jason and Sierra's lives around. They repeatedly expressed their gratitude for all the clinic had done to help them.

Callout!

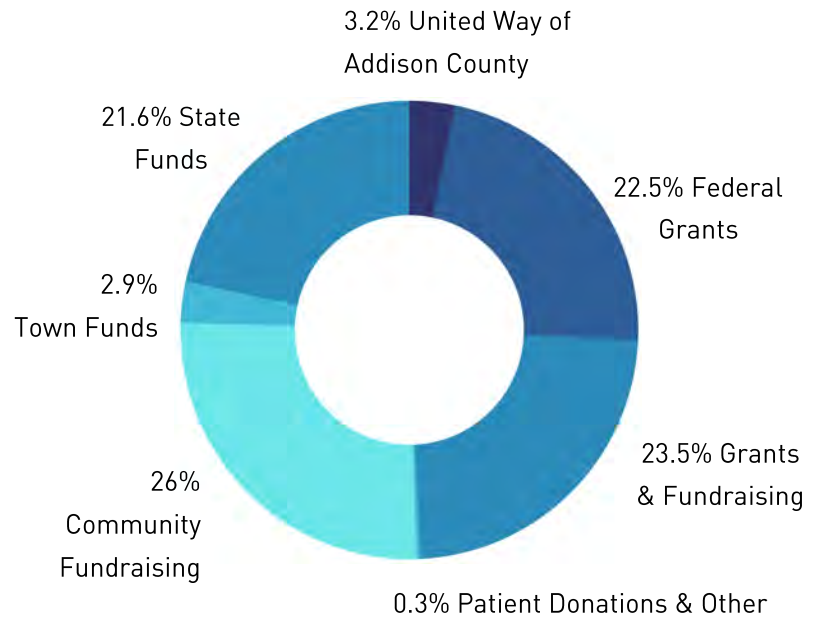
Do you have an ODC story to share? We'd love to hear from you, please reach out! Send us an email at odc@opendoormidd.org, a message on Facebook [/opendoorclinicvt](https://www.facebook.com/opendoorclinicvt) or give us a call at 802-388-0137.

2020 IN NUMBERS

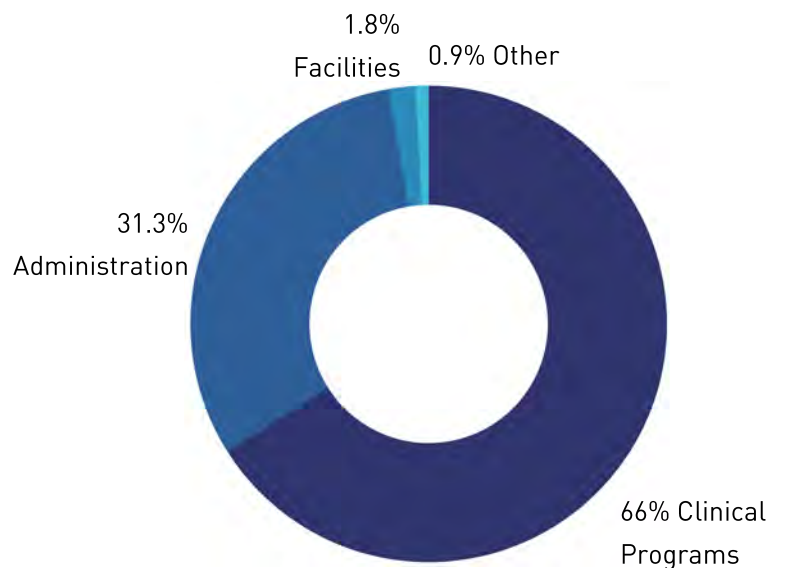
TOTAL BUDGET: \$398,960

- 101** medical clinics
- 23** dental clinics
- 947** distinct patients
- 351** new patients
- 392** migrant workers served
- 1167** visits with an ODC health care provider
- 145** visits with an ODC dental provider
- 34** farms visited during outreach in the fall for flu vaccines and COVID-19 education
- 13** patients transferred to a primary care provider
- 196** patients enrolled for health insurance
- 1,450** hours volunteers dedicated to ODC
 - 7** volunteer dental providers
 - 37** volunteer interpreters
- 544** hours ODC's volunteers interpreted for medical visits at ODC and specialty offices
- 339** flu shots given during fall outreach
- 1,236** pounds of food donated by HOPE and distributed at ODC clinics
- \$327,844** total of in-kind services

SOURCES



USES



Chris Grace
MD
127 hours



Roberto
Veguez
Interpreter
71 hours



WHO VOLUNTEERED IN 2020

DESPITE THE PANDEMIC, 114 VOLUNTEERS
DEDICATED OVER 1,450 HOURS TO THE ODC

Alan Moore
Interpreter
58 hours



Alice
Berninghausen
Office Support
57 hours



Susan
Veguez
Interpreter &
Advocate
54 hours



Jean Andersson-Swayze
Maisie Anrod
Nelly Aranibar-Salomon
Alice Berninghausen
Charlotte Bichet
Lauren Bierman
Camila Blanco
Sarah Bourne
Richard Brach
Mischul Brownstone
Natalia Butler
Eliana Cañas-Parra
Jack Carew
Carol Causton
Veronica Ciambra
Derek Cimler
Bristol Park Dental
Saltzman Dental
Lori Davis
Hannah Donovan
Jessica Doos
Jilly dos Santos
Anna Durning
Adam Fasoli
Miguel Fernandez
Bridget Fitzgerald
Ivy Geilker
Mary Gill
Christopher Grace
Middlebury Dental Group
Jessica M. Guzman Perez
Meg Haberle
Jane Halpin
Ali O. Hamedani
Erin Hammond
Peter Hare
David Hobbs
Lewis Holmes
Peter Hopper
Ella Houlihan

Gale Hurd
Elaine Ittleman
Priscilla Jimenez
Hayley Jones
Ann Jones-Weinstock
Gus Jordan
Thea Joseph
Anna Jursinic
Peggy Keith
Kristi Kilpatrick
Matthew Kimble
Erik Koskinen Dentistry
Bill Kunkel
Kim Kurak
Deborah Kutzko
Kate LaMancuso
Linn Larson
Melanie Leider
Ellen Long-Middleton
Cindy Marshall
Brenda Martinez
Natalie Mashia
Lexie Massa
Susannah McCandless
Jim McDaniel
Lucy McKeon
Bill McSalis
Cindy Messenger
Jace Molinari
Alan Moore
Ella Nasi
Ann Naumann
Terrence Naumann
Associates in Orthodontics
Cathy Oliver
Liza Pellerin
Audra Pinto Dentistry
Drew Platt
Julia Price
Dorothy Punderson

Kathleen Ready
Mary Rizos
Sarah Robart
Alicia Rodriguez
Alec Rogers
Laurene Rogers
Ethan Roy
Jim Runcie
Alison Seaton
Molly Sherman
Bethany Shorey
Susan Stone
Sophie Swallow
Mary Beth Tichacek
Gina Tindall
David Torres
Roberto Veguez
Susan Veguez
Miguel Velasquez
Maria Luisa Verduzco
Hector Vila
Jessica Wagener
Maren Walsh
Wendy White
Emma Wilcox
Kate Williams
Tim Williams
Jordan Young II
Mariana Zamorano
Emely Zeledon
Grace Zimmer
Maja Zimmermann

UNE Dental Externs
UVMC Dietitian Students
UVMC Family Practice
Residents
VTC Nursing Students

INTERESTED IN VOLUNTEERING?

The pandemic reached Vermont a few days before our 2020 Spring training, which was cancelled, and since then, ODC's volunteer program has been on hold. We are planning to resume it in the near future.

If you are interested in volunteering, or know someone who is, please let us know!

We are always looking for new volunteer MDs, NPs, RNs, PTs, EMTs, Dietitians, Mental Health Counselors, medical interpreters (fluency in English and Spanish required), and administrative helpers.

Send us an email at odc@opendoormidd.org.

ODC'S 2021 STAFF AND BOARD OF DIRECTORS

STAFF



Heidi Sulis, MPH
Executive Director



Magdalena Deloya
Outreach Educator



Christiane Kokubo
Communications Specialist



Ike Chepolis
Dental Assistant



Jilly dos Santos
Administrative Assistant



Paola Meza
Patient Services Coordinator



Melanie Clark
VT Health Connect Certified
Application Counselor



Julia Doucet, RN
Outreach Nurse &
Nurse Case Manager



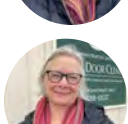
Kathleen Ready, RN
Nurse



Natascha Deininger, RN
Nurse



Gretchen Dunn, RDH
Dental Hygienist



Martha Redpath, RN
Nurse

SPECIAL STAFF

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Board President
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Peggy Keith
Town: Middlebury



Laurene Rogers
Town: Middlebury



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Town: Middlebury



Matthew Kimble
Town: Middlebury



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Town: Weybridge



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Medical Director
Town: Middlebury



Gina Tindall
Town: Middlebury



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Patricia Reid
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Lisa Winkler
Town: Bridport



Ann Jones-Weinstock
Town: Middlebury



Alicia Rodriguez
Town: Salisbury

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Via check

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100 Porter Drive
Middlebury, VT 05753

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Look for Community Health Services of
Addison County

Through TripHeroes

You can support the ODC when booking
your next long-awaited trip through
www.triphheroes.org. Choose Open Door
Clinic as the charity to benefit and they
will donate the processing fees to us!