

STAFF ENGAGEMENT

NMC Continues Focus on Diversity, Equity, Inclusion and Belonging

This year, NMC focused on three key areas to cultivate an environment where our patients, community and team members all feel exceptionally cared for, welcome, seen, heard, and celebrated.

Here Buds: A Resource for Staff

Work on Resource Groups continued for the second year at NMC with the creation of an activities-based group designed to build community among staff who are new to Franklin County or to those looking to strengthen their connections with colleagues.

Called the “Here Buds,” the group meets socially on a regular basis, going for hikes, attending concerts in the park, and competing in trivia night at 14th Star.

The group is a good example of how NMC is working to be more welcoming, and foster a sense of belonging among our employees.

SOGI Data Collection

This project aims to create a consistent and respectful way for collecting data from patients about Sexual Orientation and Gender Identity (SOGI). Gathering SOGI data will help NMC evaluate the care we deliver and ensure that we are meeting our mission of providing exceptional care for our community. In order for care to be exceptional, it must be inclusive, welcoming and supportive for all people. Learning about how to create inclusive processes also helps build a strong workplace culture where LGBTQ+ employees feel valued and welcome.

NMC worked on the processes for collecting the data, provided more training to staff and created a coaching program to support the work. Work will continue into the next year with the launch of the data collection process still to come.

Culture Training

This year, NMC ran a pilot project focused on workplace culture in order to improve the sense of belonging among employees, and strengthen retention.



Other DEIB Work

In November, Chief Gagner of the Abenaki Nation of Missisquoi came to NMC to share history and information about the Abenaki, including why members have trouble trusting healthcare providers and the state of Vermont. This session helped build awareness, understanding and relationships.

In June, NMC participated in the St. Albans Pride Parade for a second year in a row.

NMC also continued to use its process for reviewing policies through the lens of equity.



NMC Welcomes New Chief Nursing Officer



In July, NMC welcomed a new head of team member services, Lorraine Jenne as our Chief people officer. Lorraine brought three decades of experience in human resources and organizational development. Most recently she worked for Community Care Network, an organization providing mental, behavioral and developmental services in the Rutland area. She also worked in HR at the Howard Center and the Franklin County Home Health Agency.

Her experience grounds her in State and Federal employment and labor law, benefit and compensation design, organizational development, leadership development, coaching, and more. Lorraine also holds certifications in Diversity, Equity and Inclusion and Labor Management from Cornell University, which have been instrumental in supporting organizations in these endeavors.

Making it Clear: We Have Zero Tolerance for Workplace Violence

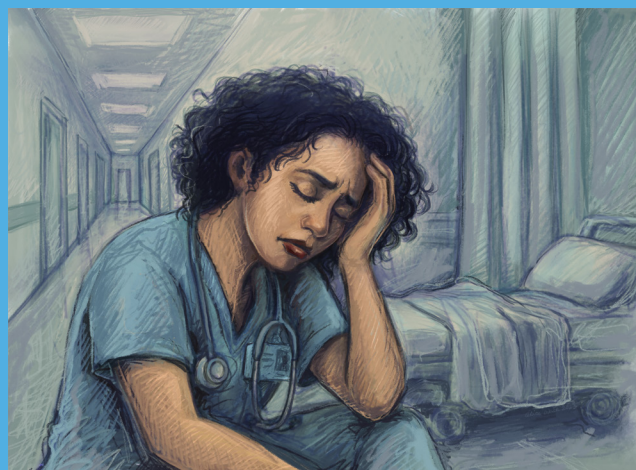
NMC continues to focus on the issue of workplace violence – a topic of growing concern nationally. According to the US Bureau of Labor Statistics, the healthcare and social service industries have the greatest rates of workplace violence injuries, with workers in these industries being five times more likely to be injured than other workers. This violence comes in large part from the patients we serve and the visitors who accompany them.

This fiscal year at NMC, our employees experienced more than 20 instances of violence, with the largest number of incidents happening in the Emergency Department. This data is likely lower than the actual number of occurrences. A survey of our employees in 2024 showed that although 61 staff members said they experienced a violent event, 29 said they did not report the incident. Workplace violence includes physical harm as well as verbal threats and intimidation. At times, a single patient can harm our staff multiple times in their hospital stay – a frightening and frustrating situation for all involved.

NMC is shifting toward greater recognition of workplace violence, changing from accepting these events as normal to highlighting them as unacceptable.

In November of 2024, NMC put up new signage around the organization that makes NMC's position on workplace violence clear: **We have zero tolerance for that behavior.** This is a difficult issue to address, and although signage likely won't fix the problem, it is important that NMC make a strong statement in support of our staff and a healing environment.

The messaging is one of several initiatives underway



that seek to address the increase in workplace violence. We invest in having security officers on duty 24-7 and strong video surveillance of our campus. We have invested in locked units to prevent unauthorized access to sensitive areas. We have trained our entire team in de-escalation and prevention of violence and injury. At the local level, we have strong partnerships with law enforcement and the crisis team at Northwestern Counseling & Support Services. At the state level, our leaders are working directly with the States Attorney, the Department of Mental Health, and the Department of Corrections to navigate State parameters to better protect our staff while maintaining proper patient care. We will continue to involve our local legislative delegation and testify in Montpelier regarding efforts to better prevent workplace violence, particularly within healthcare. Violence against a healthcare worker is simply unacceptable and cannot be tolerated.

Internal Events Around NMC

NMC came together to celebrate and recognize a variety of fun happenings over the course of 2025. Team members wore colors to bring awareness to cancer, brought cheer during Halloween and the Holidays and took part in completing a puzzle that was an overview of the NMC campus provided by a team member.



Activities Committee Events

Our Activities Committee was busy this year hosting and participating in over 28 events that took place internally at NMC and in the community.

They helped coordinate our first ever Community Partners Trunk or Treat which brought multiple organizations together for a night of family fun, participated in three parades and organized a variety of events for team members and their families to enjoy.

The Activities Committee currently has 20 members from across the organization who come together once a month to plan and coordinate events.

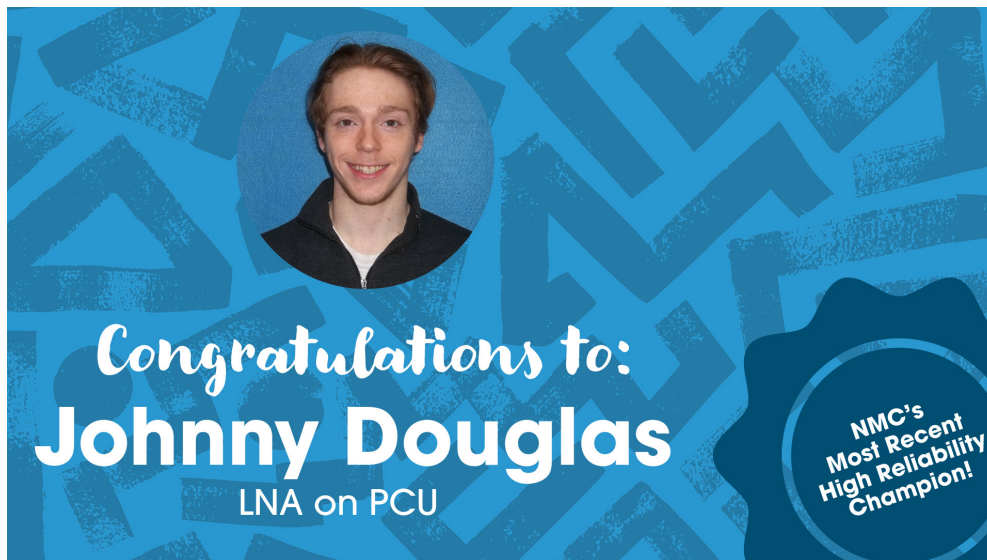


High Reliability Champion Awards

Each month NMC recognizes and celebrates a team member for the High Reliability Champion award. This award is given based on nominations from peers to a team member who embodies our Four Keys to Success which are connected to our Strategic Pillars. The Four Keys are; **Safety, Quality, Empathy and Respect**. Congratulations to these NMC'ers for their outstanding work and dedication!







Employee Recognition Banquet

NMC team members, leaders and members of our Board of Directors came together to recognize staff reach milestones from 5-40 years of service! The event took place at The Abby where team members enjoyed a delicious meal before awards were given.



5 Year Honorees



10 Year Honorees



15 Year Honorees



20 Year Honoree



25 Year Honoree



30 Year Honoree



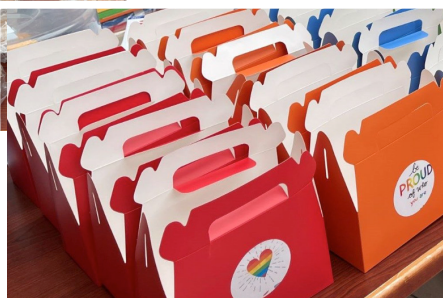
40 Year Honoree



45 Year Honoree

Celebrating Hospital Week in May

NMC came together to celebrate hospital week which took place from May 11th-17th. Team members came together to participate in a variety of activities such as a bake sale, pet photo contest, basket fundraiser and more! To top it off all team members were entered to win a variety of prizes and were provided with a delicious BBQ by our Restaurant and Catering team.





Nurses Week Celebrations

This year we recognized and celebrated Nurses Week from May 6th-12th! As part of the celebration RN, LNA, MA, Tech's and other clinical partners were nominated by their peers to receive awards. These awards recognize team members for their excellence in teamwork, efforts to support their departments, and their passion to help patients in their care.



Randy Hartman

Clinical Partner of Excellence Award



JoAnn Manahan, RN

Lifetime Achievement Award



Shannon Harvey, RN

Nursing Practice Leader Award



Amirah Tarte, RN

Community Nursing Leadership Award



Marissa McAllister, RN

Emerging Nursing Leader Award



Jessie Barron

Nursing Care Partner Award