

All-Around Care for Those in Need

Feb 2022

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We believe in
the health of
our community.

Charles grew up in Chiapas, Mexico, near the Guatemalan border. He loved going to the fields to play and used to help with planting and caring for his family's cattle. Although Chiapas has grown, it still looks beautiful, and he misses seeing it. He later moved to Mexico City, where he built most of his life. His children and their families still live there.

There came a time when his sister invited him to visit Sisters, Oregon, and two months later, he moved to there! He works in hotel maintenance and does odd jobs all year round. In his free time, he likes to be with friends and have a couple of beers.

Charles heard about VIM through a friend who volunteers at the clinic. He's been coming to VIM for five years, and the volunteers and staff have helped him manage his diabetes, control his blood pressure and cholesterol, get eye and teeth exams, and receive his medications. He also got vaccinated with VIM's help, because he wanted to reduce his risk of getting really sick if he got COVID. **His experience at VIM has been very good, noting, "I would be pretty bad off if I didn't receive care here. I'm very grateful for VIM and the kindness I've received from all the staff and volunteers."**

Pictured: Tanner, VIM Spanish Interpreter & Vaccine Outreach Specialist (Left) with VIM Patient, Charles (Right)

Star Driver, Debbie

VIM is fortunate to now be partnering with the STARS program (Sisters Transportation and Ride Share). The volunteer-led initiative provides non-emergency rides to individuals who don't drive. Debbie, who's been a volunteer driver for a year and a half, says, "It's interesting, you get to meet and get to know people in town. We drive all ages, usually from 20 – 80. Many of the folks we drive don't have a car, choose not to drive, may be older, or have just received surgery and can't drive." On her first trip to VIM, Debbie shared that this was her first Spanish-speaking passenger, and guess who she helped get to a very important healthcare appointment...Charles!



Marie Lamfrom
CHARITABLE FOUNDATION

If you or someone you know is interested in signing up for the STARS program, you can contact them at 541-904-5545 or stars4ride@gmail.com.





Letter from the Executive Director

As you read this issue of our newsletter, you may notice that we have highlighted some great stories about our patients and volunteers from the Sisters area. Many people assume that because the clinic is in Bend, all of our patients and volunteers must come from Bend as well. Nothing could be further from the truth.

VIM serves patients from all over Central Oregon including Crook, Jefferson, and Deschutes Counties. There are no other free and charitable clinics in our region for

people without insurance to rely on. And just as our patients come from across the region, so do our volunteers. Sisters, Sunriver, Redmond, Prineville, Madras as well as unincorporated areas of the county are all represented by our volunteers. In fact, we even have remote volunteers working from California and Florida!

So if you know someone in Bend, or from our region who needs medical assistance, or can offer help as a volunteer, please tell them about VIM: direct them to our website; have them call to speak to our volunteer coordinator or myself. VIM is a place for people from all areas to come together with a common purpose. We believe in the health of our community!

In Health,

Kat Mastangelo



Lilian: Entrepreneur and Community Advocate

Lilian Chu grew up in Hong Kong before moving to Corvallis, Oregon. In 1976, Lilian and her husband were taking a road trip around Oregon when they stopped at the Deschutes river near Bend. They instantly fell in love with the area and all it had to offer, and a short while after that trip, made Bend their home.

After moving, Lilian and her husband opened a restaurant, which had been his life-long dream. This dream turned reality led to Lilian becoming a business consultant and co-owner of three Bend restaurants. Lilian's connection to Bend runs deep and

she believes in a community business model centered around giving back and helping the local area. One of the many ways in which she practices this is with her long-standing support of VIM and other nonprofits around Central Oregon.

Lilian originally heard about VIM through the clinic's former medical director and emeritus board member, Dr. Bob Hakala, who was her family physician at the time. Her history started with her volunteer work in 2007, where she did everything from interpreting (Mandarin and Cantonese) to hosting fundraising events at 5 Fusion & Sushi Bar.

She loves that VIM provides such high-quality care to the working class and those who slip through the cracks in the medical system. She's thrilled at the number of services VIM offers patients and the sheer number of people the clinic helps. The sense of community between the individuals involved with VIM extends beyond the medical field: Lilian recalls when another former medical director, Dr. Ron Carver, helped her get her car unstuck one snowy day at the clinic. Lilian says, "I want to give a big shoutout to all of the staff, volunteers, and community partners who make VIM such an integral part of Central Oregon and who have made this such an amazing community to live in over the years."

Current Board Members Move into Board Leadership Roles

As of January 1st, VIM welcomed two current board members into Leadership roles.

Erika McCalpine - Board Chair

Erika McCalpine is the Executive Director of Strategic Diversity Initiatives at OSU-Cascades, and the director of the Diversity, Equity and Inclusion Laboratory. She is also a business instructor, where she teaches courses in human resources, business ethics, leadership and entrepreneurship.

McCalpine is a recognized advocate for advancing social equity and inclusion within OSU and weaves those themes throughout her teaching and in her work with students. In 2019 she received the OSU Frances Dancy Hooks Award for building bridges across cultures and showing courage in promoting diversity. She received the OSU-Cascades Diversity Award in 2019.

McCalpine is involved with shared governance serving as a faculty senate senator (2019), executive committee member (2020), and president-elect (2021). She is the first person from OSU-Cascades to be elected to lead the faculty senate. McCalpine will assume the presidency in 2022.

McCalpine's community service includes positions on the boards of directors of Volunteers in Medicine since 2019 and of the City Club of Central Oregon since 2020. She is the co-founder of Love Your Neighbor, a grassroots effort that encourages community members to appreciate and accept fellow residents from diverse backgrounds. She was named the Source Weekly Woman of the Year in 2019.

Prior to joining OSU-Cascades, McCalpine taught at the University of Alabama, where she was awarded the Morrisette Award for Excellence in Teaching Leadership and Ethics, and the J. Craig Smith Integrity Award. McCalpine also attended the University of Alabama where she earned degrees in Management with specialties in Human Resources and Organizational Behavior. She also earned a certification in Diversity and Inclusion from Cornell University. McCalpine is a member of the Society of Human Resource Management and the National Center for Faculty Development and Diversity.



Tyler Fix DMD - Vice Chair

As a dental partner offering pro bono care to VIM's patients since 2017, Tyler was given the privilege of joining VIM's Board of Directors in October 2020. Tyler transitioned into the role of Vice Chair in January 2022. He works as a private practice dentist four days a week with PureCare Dental of Bend. When caring for VIM patients, he aims to humanize and personalize their dental experiences with an open ear, an open mind, and an open heart. He is an advocate for expanding VIM's dental healthcare presence in the community.

Among other accomplishments, Tyler is an Oregon Dental Association's Leadership Academy Alumni Class of 2019, Leadership Bend Alumni Class of 2020, Councilman on the Oregon Dental Association's New Dentist Council from 2019 to 2021, and the recipient of Cascade Business News: Accomplished Under 40 Award (2020). In his free time, he enjoys playing tennis, skiing, hiking, and volunteering.



VIM would like to thank Kate Wells and Rev. Barry Heath for their service over the past year as Chair and Vice Chair (respectively).



Patient Story: Finding Safety and Peace

Julieta grew up in Mexico City in an area that was very serene and had a very small population when she was a child. As the area grew and started to get crowded, that peace began to disappear. On one of the occasions when her neighbors began fighting with the police, her husband, Roberto, suggested they move to the states. They wanted to try it out to see if they could make a better life for themselves here.

Roberto moved to Central Oregon in 1991, and Julieta followed close behind. Roberto started working in a relative's restaurant, and they raised a family together. Later, Roberto began training alpacas for shows, Julieta says, "Being out on the ranch and working with animals is much more satisfying for him, and he's glad he made the change." More recently, due to a severe case of COVID and resulting serious complications, Julieta is not able to work. She's stuck at home on oxygen, unable to speak without it. Day by day she's feeling a bit better, which she says, "is all I can ask for".

Julieta has been using VIM as a resource since 2004, when a member of her church told her about the options VIM offered to those without healthcare. Through the many years she's been a patient at VIM, **she's loved the personalized care she's received and feels that everyone at the clinic genuinely cares about her.** VIM's Nurse Manager, Jennifer Fuller will even call her at home to check up on her. **She sees all the volunteers and staff at VIM as a great blessing to her and to our community.**

"From the moment that you enter, the kindness there makes you feel really good. They make you feel valued. They make you feel that they are genuinely concerned for your health, your life. It makes me so happy, it fills me up, because they demonstrate this. The doctors have never abandoned me, they're always checking in on me. They're always checking my blood pressure. The best thing that could have happened to me in my life - someone who cares about my health. Imagine! What a gift for a human being!" - Julieta



Thank you to First Story and Hayden Homes for their grant of \$4,017 to provide medical care for three low-income, uninsured patients for a year. First Story addresses the affordable housing crisis giving individuals a hand up to homeownership while encouraging inclusivity. The nonprofit collaborates with Hayden Homes to construct homes in their communities which are then sold through First Story's loan program.

Pictured Left to Right: Matt Smith, Regional Land Development Manager (Hayden Homes); Mary Overman, Philanthropy Officer (VIM); Cynthia Hunt, Operations Manager (VIM); Sean Bearden, Customer Service Manager (Hayden Homes)

OnPoint[®]
COMMUNITY CREDIT UNION

OnPoint Community Credit Union donated \$2,500 to VIM as part of their Social Giving Campaign. "Our fourth annual social giving campaign once again gave the community a voice in our end-of-year giving. From November 30 through December 10, community members were invited to nominate six local non-profit donation recipients by following and liking OnPoint's social media channels and sharing their favorite non-profit."

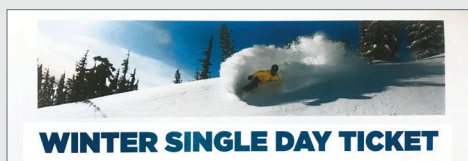
Dee Dee: 10 Years and All Smiles!

Dee Dee grew up in California before moving to Sisters in 1995. She initially got her degree in business but went back to school for nursing at the age of thirty-five. She started in hospice before becoming a footcare nurse. She currently works at Dee Dee's Footcare in Sisters, which she started in 2015, and it keeps her incredibly busy!

In 2010 Dee Dee began volunteering at VIM and COVO to keep her nursing license current, but quickly discovered there was so much more to it. **She loves how much she gets to learn and enjoys all the kindness and laughter between volunteers, staff, and patients at VIM. She says she always looks forward to coming into volunteer because of all the positivity present in the clinic.** The patients are incredibly appreciative and she loves sharing happy moments with them, and loves that all the volunteers and staff work so well together and everything just clicks. The days run smoothly and everyone takes the time to figure out what's wrong with the patients who are so thankful. She knows the patients won't forget this kindness and it's all the moments like these that have kept her coming back for ten years and counting.



**Donate \$25+
You'll be Entered to Win a
Single Day Ticket to Bachelor**



Donate by March 6th to be entered to win. Winner will be drawn on Friday, March 11th and notified via email or phone.

VIM Wins Inspiring Workplace Award

The Bend Chamber of Commerce 2022 Business Excellence Awards celebrate the outstanding achievements made by Chamber members in 2021.

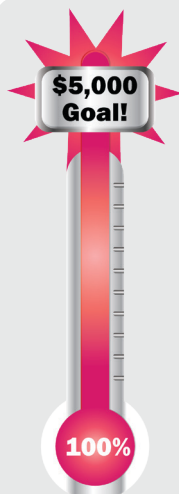
VIM would like to congratulate our Board Vice Chair, Tyler Fix DMD, MA who has received the Emerging Leader Award.

Purchase your tickets for the March 3rd event on the Bend Chamber website.

Double Your Impact



The Tykeson Family Foundation has partnered with VIM to match gifts made by anyone employed in the healthcare field up to \$125,000 per year through March 2024.



A Big Thanks to St. Charles and Our First-Time Donors

Starting April 2021, St. Charles offered to match donations from first-time donors to VIM, with the goal of reaching \$5,000 in contributions. With your help, we did it!

Board of Directors 2021 - 2022

Erika McCalpine - Chair
OSU Cascades

Tyler Fix, DMD, MA
Vice Chair
PureCare Dental

Kurt Barker - Secretary
Best Best & Krieger LLP
(Formerly Karnopp Petersen, LLP)

Sarah Hall - Treasurer
Morgan Stanley

Rita Bacho
Deschutes County Public Health

Stephen K. Hacker
Transformation Systems
International, LLC

Rev. Dr. Barry Heath
Retired

Rod Marchiando, PharmD
St. Charles Health System

Fran McCabe, MD
St. Charles Health System

Cody Michael, CFP
US Bank

Roxana Ocaraza
Bridges to Communication

Kate Wells
PacificSource Health Plans

...

Emeritus

Bob Hakala, MD
Retired, Volunteers in Medicine

Jim Lussier
Retired, The Lussier Center
VIM Founder

Jim Petersen
Retired, Karnopp Petersen, LLP
VIM Founder

Rod Ray, PhD
Retired, Bend Research
VIM Founder

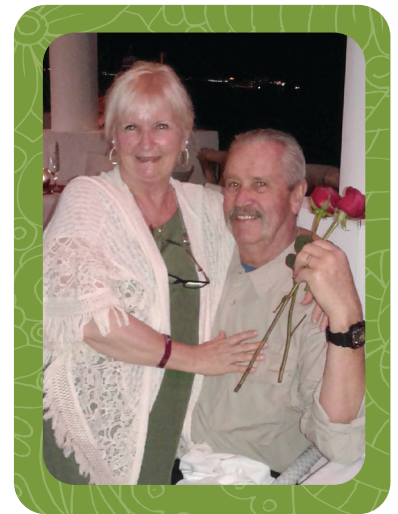
John Teller, MD
Retired, Summit Health

Meet Our Donors: The Kronmeyers

Tony and Janet Kronmeyer have traveled wherever the winds would take them. Hawaii, Mexico, Arizona, and everywhere in between, before finally settling down permanently in Sisters, where they've been for three years. They've had a lot of adventures and have moved their appropriately named clothing store, Gypsy Wind Clothing, with them throughout their travels, and now too, in Sisters.

For many years they couldn't afford medical insurance and were incredibly grateful to have had good health through most of their journey. Even still, the thought that they were skating on very thin ice was always in the back of their minds. Unfortunately, while in Mexico they had to deal with some health issues that brought home just how vulnerable they were with no insurance and living in a country where they had to navigate using another language. **This experience crystallized for them just how important one's health is and how challenging and traumatic it can be to have to navigate a health concern when you work full-time, are new to the culture, don't speak the language, and know you can't afford care.**

This stuck with them, and when they moved back to Oregon they were immediately drawn to Volunteers in Medicine. **They loved how VIM was filling an immediate need in Central Oregon and how they were helping the most vulnerable populations** (which they had encountered in Mexico). The Kronmeyers shared a challenging experience that many VIM patients face, and they say, "We are happy to support an organization that fills such a vital need in our adopted community."



Bottle Drop for VIM

Grab some blue Oregon Bottle Drop bags at VIM and fill them up with your cans and bottles and all proceeds will be donated to the clinic! Drop off your cans and bottles at VIM during our regular clinic hours or call 541-585-9008 to arrange a time to pick up some blue bags.

Pint Night at Spider City Brewing

Tuesday, Feb 24th | 3pm - 8pm

Fill up your glass, fill up our Patient Help Fund!

\$1 of each beer purchased will be donated to VIM and go directly towards patient care.

Spider City Brewing | 1177 SE 9th St, Bend

Our mission is to improve the health and wellness of the uninsured and medically underserved through the engagement of professionals, community partners, and dedicated volunteers.



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