Becky Rusie, a 66-year-old retired elementary school teacher, and her husband, Jim, are among the 25 lay volunteers who have worked at VIM since its inception in 2007; 38 volunteer providers have been their since Day 1 as well.

Becky Rusie works five hours every Tuesday, the same day that Jim, a retired banker, helps folks apply for enrollment. Though her title is front office receptionist, Rusie also checks in patients, schedules appointments and handles medical records.

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“Jim and I like hands-on types of things, so volunteering at VIM really fits the bill,” she said. “It’s both exhausting and rewarding work — rewarding because you know you’re making a difference.”
She said she’s seen many patients place money in a donation jar that used to be stationed at the front desk to help cover a small part of their free health care, and others have worked as volunteers at the clinic.

“It’s a great, family-type atmosphere working at VIM,” she said. “My husband and I were recently gone for three months, and I couldn’t wait to get back to see everyone.”

**Culture of caring**

Nancy Richman, VIM’s executive director, said she’s been duly impressed by the culture of caring among VIM staff and volunteers.

“People here really go out of their way to help patients,” she said. “They are passionate about taking care of their needs. It really matters to them to be caring for the most vulnerable members of our community.”

Richman said staff and volunteers treat the clinic’s patients with dignity.

“Poverty does not preclude being treated with respect,” she said. “People can be disenfranchised in our society in many ways, but that’s not what we do here.”

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