



1529 White Mountain Highway
PO Box 432
North Conway, NH 03860

www.VNHCH.org



Each and every day our staff
makes a difference in the lives
of our community.
We are forever honored they
choose to share their talents and
healing energy with us.

— Margaret Mead

*“Never doubt that a
small group of thoughtful
people
can change the world,
indeed it is the only thing
that ever has.”*





Visiting Nurse Home Care & Hospice

of Carroll County and Western Maine

2023 REPORT TO
THE COMMUNITY

LETTER FROM THE EXECUTIVE DIRECTOR

Another year, another opportunity to see our agency through the changing needs of our region. In 2023, we continued to support our patients and community members both in and out of their homes. We do this by building on the good work of our dedicated team, while also expanding the definition of who can benefit from our services. More than ever, that means adapting to the needs of an aging community.

Carroll County is the second oldest county in the second oldest state in the U.S. The oldest state is Maine, also in our service area. This demographic has led to an increase in demand for our services in general and in hospice specifically.

Because of this, we resumed our hospice volunteer training program in 2023, the first since before the COVID pandemic. Hospice is not possible without volunteers. It was wonderful to welcome them back.

We also shifted the focus of our annual Caregiver Expo to provide information not just for caregivers but also for those who may become caregivers in the future. Any one of us could find ourselves one day helping out an elderly parent or loved one from afar or in the home.

These common themes reflect our work in 2023, and continue into 2024. If you want to learn more, I encourage you to view our newly updated Strategic Plan which you can find on our website, VNHCH.org/plan.

As always, I thank our donors, both past and present, for their support. Healthcare as always is a challenging environment. We rely on the generosity of our community to always be there, providing compassionate care in the home.

Sincerely,
Sandy L. Ruka, MS, RN
Executive Director



Sandy Ruka shown here with one of the terrarium gifts given to all staff during Nurses Month 2023.



*Shown left to right: Andrea Masters, Myles Crowe, Joan Lanoie, Patricia Mason, Dawn Morrison, Gail Paine, Susan Ruka, Nancy Lohmiller.
Not shown: Theresa Grisez, Kim Lopashanski, Valerie Lozier*

BOARD OF DIRECTORS

Myles Crowe, *President*
Andrea Masters, *Vice President*
Theresa "Tracy" Grisez
Joan Lanoie
Nancy Lohmiller
Kim Lopashanski
Valerie Lozier, PsyD, FNP-BC
Patricia Mason
Dawn Morrison
Gail Paine
Susan Ruka

WE APPRECIATE THE GENEROUS SUPPORT OF OUR DONORS.

Make Your Gift Online at www.VNHCH.org or Return the Enclosed Courtesy Envelope with Your Donation.

ANNUAL EXPO FOCUSES ON THE “PRE-SEASON” OF CAREGIVING

VNHCH partnered with Memorial Hospital to present the annual MWV Caregiver Expo. The free event was offered for caregivers, and those who may be caregivers in the future.

We were very touched to receive this note from an Expo attendee, Steve Terhune, who is caregiver for his wife Kathy. We had to share excerpts from his wonderful note on his experience at the event:

“The Caregiver EXPO was awesome. I was guided to the EXPO by medical professionals that are treating my wife, Kathy, for Alzheimer's disease (AD).

I found the first presentation, with Maureen Cason Hanlon, reinforced some of the caregiver tips I was already following. Strategies like reminiscing and reviewing photos are a few of the tips we have been currently doing. I give Kathy as much independence as I can.

I was already familiar with the visual care and technology portion of the EXPO and it was nice to hear that this technology will be playing a larger part in patient care.

The medication safety presentation by Karen Chase was informative. Any time a patient takes multiple medications there are going to be interactions. Stressing the importance of keeping the health care provider informed of all medications, vitamins and supplements is crucial to patient safety and care.

The breakout sessions were informative. I am using some of the techniques shown in the car transfer safety session. By using the method from the breakout session I have found the pain I have in my interior left hip is reduced.

The recognizing scammer and fraud reaffirmed that there are people always finding methods to prey on the elderly.

Smart technology in the home was eye opening. Now caregivers can check on relatives and friends using Alexa or Echo. Maybe the day will come that I need this technology but it is not today. Hopefully by the time I need this technology it will have been improved even more.

Thank you for taking the time to put together this expo. I have some takeaways from the day. First, there are always people worse off than I am. I cannot imagine the trials of caring for a parent that requires significant travel time to visit. Second, I was the only attendee that was caring for a spouse. Not only caring for a spouse but caring for someone who is not even 70 years-old. I now understand the comment made by a medical professional when he referred to Kathy as being young. Lastly, knowing the care techniques I have been using are correct.

Annual Caregiving Expo: Continued on page 3

Speakers and break out session participants included:

Tips for Caregivers

Maureen Cason Hanlon, LICSW

Using Virtual Care & Technology

*Lizzy Mulcahy, Rachel Alfiero,
Anna Gilbert and Stephanie Gagne
of MaineHealth*

Medication Safety

*Karen Chase, MSN, PMHNP-BC,
Mt. Washington Valley Rural Health*

Car Transfer Safety

Hannah Sparks, OT, VNHCH

Recognizing Scammers & Fraud

Andrea Libby, Libby Computer Smart

Technology at Home

Ashlee Chaine, BS, VNHCH



Participants and presenters at the Caregiver Expo.

VOLUNTEERS TRAINED FOR VNHCH HOSPICE PROGRAM

VNHCH trainers included Andrea Walsh, Hospice Volunteer Coordinator, and Julie Lanoie, RN MA, Hospice & Palliative Care Nurse.

Andrea Walsh explained that anyone can be a hospice volunteer, regardless of professional or personal background, or skill set. She explained, “We’ve had volunteers who are retired medical professionals, as well as younger people, recent college graduates. It’s a mix. We welcome anyone who wants to find out more.”

She emphasized that a medical background is not needed. Rather, the need is for compassion. “We need people who are a calming presence; those who are compassionate, patient, and are willing to listen to stories. We need people who appreciate slowing down to meet someone where they are now. Sharing in this sacred time is an honor, and volunteers learn a lot about their community, themselves, and about the process of dying.”

Ethnee Garner, RN, signed up for the training after reading about it in the Conway Daily Sun. She did not have any personal experience with hospice, but thought with her nursing background, she had something to offer.

She also was interested in hospice after the unexpected death of her husband Trevor Garner, who passed away in February, 2022. She shared, “I never considered end of life planning. I was caught totally unaware when I lost my husband. Hospice is very personal, and it’s an opportunity to help others. It’s helped me to reflect, seeing death as a part of life. It’s not the end of something, it’s part of the continuum.”



*Hospice Volunteer meeting participants, from L to R
Standing: Charlie Felton, Sharon Nothnagle, Joyce Newman, Patricia Pitcher, Lisa Santos, Kathleen Stevens, Diana Levy, Jorge Paz, Andrea Walsh
Seated: Deborah Plumer, Anne Marie Erler*

Ethnee emphasized that a medical background is not necessary to become a hospice volunteer. In fact, she learned a lot that she didn’t know. Of the training she stated, “It’s been amazing. I learned so much, especially from Julie Lanoie, RN. I would’ve thought with my background in nursing I would know, but I didn’t.”

After the training, she went home and looked up her own advance care directives and living will, something she hadn’t done in years. She now plans on updating them and talking to her adult children about her wishes. She also learned the importance of listening, “I learned that I need to not try to console them but instead to listen. It’s hard. We all hate those silent pauses in conversation, but I learned those pauses are OK.”

For more information about hospice services at VNHCH.org, call 603-356-7006 or visit their website.

Congratulations to these volunteers for completing their hospice training in 2023.

Ruth Coleman
Ann Marie Erler
Ethnee Garner

Joyce Newman
Sharon Nothnagle
Patricia Pitcher

Deborah Plumer
Lisa Santos
Kathleen Stevens

Robert Stone
Christine Woodman

Annual Caregiving Expo: Continued from pg. 2

I refer to the time we, as a family, and Kathy’s friends are experiencing as attending the University of Alzheimer’s. Every day I attend Being Patient 101, Redirection 102, Time Management, and Thinking Outside the Box. There are more courses on the syllabus and there are no easy courses.”

We are grateful to these professionals for sharing their knowledge, and to Merrill Lynch for once again sponsoring this event.



2023 SHEEHAN SCHOLARSHIP SUPPORTS LNA EDUCATION

We were happy to award Tamara Sayers of Tamworth the 2023 Kathleen Sheehan Memorial Scholarship. Sayers serves as an LNA (Licensed Nursing Assistant) and scheduler for us and is now working on her nursing degree at White Mountain Community College to become an LPN (Licensed Practical Nurse).

The \$2,000 scholarship award is given each year to a college student currently enrolled in an accredited health-related field of study program focusing on nursing, physical therapy, or occupational therapy. The student must reside in Carroll County, NH or Western Maine.

We are excited that Tamara is studying for her nursing degree and that we are able to support her academic efforts financially. She has been a shining star working for us as an LNA for 15 years. We know she will be successful as an LPN in home care. We can't wait to see her complete her studies and work with us in this new capacity.

Applications for the 2024 Kathleen Sheehan Memorial Scholarship will be accepted in spring 2024. Look at our website for updates: www.vnhch.org/scholarship

EMPLOYEES CELEBRATED FOR YEARS OF SERVICE

We celebrate these long-time employees who marked these years of service at VNHCH in 2023!



Pam Toler



Melissa Rendleman



Ashlee Chaine

2023 Anniversary Recipients

Audrey Russell	_____ 35 Years
Pam Toler	_____ 10 Years
David Landry	_____ 10 Years
Ashlee Chaine	_____ 5 Years
Melissa Rendleman	_____ 5 years
Hannah Sparks	_____ 5 Years

Employees featured are from July 2022 - June 2023, our fiscal year 2023.

INVESTING IN OUR STAFF - OUR HIGHEST PRIORITY

LNAs (Licensed Nursing Assistants) provide important services that help patients stay in their own homes and receive the care they need. To keep their skills up to date, we host an “LNA Skills Day” twice a year. Using the cutting-edge technology of our TERI™ training manikin, our LNAs learn important skills and techniques.

At our most recent LNA Skills Day, our own occupational therapist, Hannah Sparks, along with Jennifer Golkowski, APRN-AGANCP spoke about managing diabetes for caregivers. Measuring blood pressures, heart rates, blood oxygen levels, and arm circumferences are some of the competencies reviewed, as well as practicing proper gowning procedures. Wound care and ostomy appliance application are also topics covered during the trainings. These in-services teach skills and techniques critical for the personal development of our wonderful LNAs.



Learning how to doff and don gowns.



Measuring arm circumferences



Taking blood pressure using the TERI™ training manikin.

FINANCIAL REPORT - Fiscal Year Ending June 30, 2023

Where the Money Comes From:

Medicare	\$2,500,610
Medicaid	\$172,244
Private	\$820,044
Bad Debt	(\$31,000)
Total Patient Revenue	\$3,461,898
Grants	\$180,593
Other	\$83,454
Total Operating Revenue	\$3,725,945

Where the Money Goes:

Program Expenses	\$2,822,205
Administrative and General	\$680,917
Total Operating Expenses	\$3,503,122

Gain from Operations

Contributions	\$83,431
Investment	\$100,946
Change in Fair Value	\$201,131
Total Non-Operating Revenues	\$385,508
Excess Revenue over Expense	\$608,331

VNHCH BY THE NUMBERS FISCAL YEAR 2023

- **Home Care Visits**
14,747
- **Home Care Patients**
737
- **Hospice Visits**
4,636
- **Hospice Patients**
100
- **Miles Driven**
186,630

GRATEFUL

2023 DONOR HONOR ROLL

Donations to VNHCH during our
2023 fiscal year - 7/1/22-6/30/23

We are grateful to the many donors and supporters in our community who make it possible for us to fulfill our mission.

Pam Abbott
Mark Albee
George & Joyce Allan
AmazonSmile
Amoskeag Beverages
Christopher & Pamela Ash
M. Angus & Rachel Vose Badger
Badger Peabody & Smith Realty
Jeffrey & Joanne Bailey
Frank & Lyn Baker
Ann Bartholomew
Curtis & Ann Bartlett
Lois Battersby
Robert & Sara Bechtold
Carol Bennett
Kathy Bennett
Raymond Bennett
Peter & Emily Benson
Mary Berry
Loren Billings
Norman & Janet Blake
Jonathan Blood
Nola Boomer
Brad Borbidge
Ray & Nancy Brady
Richard & Jean Brauel
Richard Brisbois
William & Eileen Brochu
E. Allen & Joanne Brooks
Alan Brown
Carolyn Brown
Jean Brown
Town of Brownfield
Richard & Pat Brunelle
Carol Bryans
Thaire & Deborah Bryant
Thomas Buco

Scott & Kay Burky
Mary Sue Burnham
Carroll Burns
Paula Callahan
David & Barbara Campbell
Barbara Carleton
Lawrence & Sandra Carr
Caruso & McGovern
Construction Inc
Matthew & Ashlee Chaine
Janet & Anne Pillian Champlin
Jeanne Chanley
George Chase
Carol Chisholm
Richard Chrenko
Christ Episcopal Church
David & Elaine Chase
Cecily Clark
George Clausen
Wayne Clinton
John Colbath
Carolyn Collins
& Janet Chisholm
Terri Conlon
Conway Veterinary Hospital
Joanne Corcoran
Laraine Cormack
Floyd Corson
Country Cabinets etc., LLC
Peter Crane
Jane Cresswell
Mary Cronin
Myles & Christine Crowe
Linda Cryan
Damascus Area School
Judith Dashiell
Greg & Deb David

Thomas & Penny Deans
Robert & Karen Delgado
Tracey DelMonico
Nanci Deschambeault
Brian & Ann Diskin
Kathleen Donovan
Barbara Douglass
Henry & Linda Dresch
Lloyd & Diane Drew
Margaret Dries
Roland & Bette DuBois
Pauline Duncan
Anne Dunne
Kathy Earley
Edna Eastman
Carol Edmunds
James & Jennifer Eldridge
Kenneth Eldridge
Electrical Installations Inc.
Karl Elias
Bertha Ellsmore
Cheryl Emerson
George & Audrey Epstein
Ellen Farnum
Mary Feeney
Tino & Betty Fernandes
Joe Ferreira & Nancy Carlson
Frank Filosa
Arlene Fleming
Peter & Emily Fletcher
Ronald & Kim Force
Susan Fortier
Judith Fowler
Joe & Donna Francis
Mary Francis
George Fredette
Elizabeth Gagnon
Marilyn Gallagher
Ethnee Garner
Lucy Gatchell
Nancy Geiger
Gregory & Renee Giarrusso
Lisa Gibson
Lester & Gale Gilbert
Sheila Glines
Nathan & Sheri Goff
Tracy Goller
William Graham

Robert Grant
Linda Gray
Daniel & Pamela Greene
Bruce Grubb
Nancy Hagar
Dorothy Halpin
The Kendal C. and Anna Ham
Charitable Foundation
Hannaford
Rosemary Harmon
John & Beverly Harris
Norene Hastings
Stefi Reed Hastings
Knealand & Barbara Hatch
Merlene Hatch
Patricia Hatfield
Dennise Hayes
Glen & Terri Hebert
Paul Hennigan
John & Pat Higgins
Holly Industries LLC
George Howard
Frederick & Debra Howe
Donna Howland
Jenny Huang-Dale
Emmy Hudson-Swogger
Kenneth Hughes
Julie Hunt
Charitable Trust
UWO Henry F. Hurlburt, III
Timothy Hurley
Linda Hyde
Jan & Joan Janczunski
William Janczunski
Walter Jaronski
& Denise Wessen
Sheila Jarvis
Eleanor Jenkins
Donald & Lisa Johnson
Donald & Snow Johnson
Daniel & Katrina Jones*
Anna Junge
Karen Junge-Dennison
Mark & Susan Keenan
Mary Kelly
Daniel & Judith Kennedy
Joan Kenney
Martin & Brenda Killourie

Kenneth & Sarah Kimball
 Julia King
 Stephen & Lucie Kinney
 Kiwanis Club of Mount
 Washington Valley
 Peter & Elaine Klose
 Jerry & Camilla Spence Knirk
 Marie Knox
 John & Sheryl Kovalik
 Viktorija Kuncze
 C. Richard LaCasce
 Francine Lampidis
 Lydia Lansing
 Maurice & Diane LaRoche
 Albert Lattanzio
 Ronald & Margaret
 Merritt Lawler
 Wendell Lees
 Leone, McDonnell & Roberts PA
 Michel & Paula Lessard
 Susan Leveillee
 Julie Limmer
 Donald & Carol Ann Litchko
 Christina Littlefield
 Myrna Lloyd
 Francis & Marilyn Lyons
 Gary & Karen MacDonald
 Clarence & Rita Madore
 Charles & Mary Maffeo
 William & Carol Manley
 David Marcille
 David & Jeanne Mason
 Donald & Pat Mason
 Andrea Masters
 David & Helene Matesky
 May Kelly's Cottage
 Alyson McAllister
 Suzanne McElhinney
 Robert & Ann McGraw
 Brad McKenzie & Virginia Ward
 Fay Mcleod
 Miriam Merluzzo
 Glenn & Mary Merrow
 Alfred Miesemer
 Stan & Elaine Millen
 Henry Mock
 Robert & Diane Montague
 Mountain Mamas Ski Team 1981

Mark Mulligan
 Bruce Munroe
 MWV Arts Assn
 Keith & Wendy Nadeau
 Network For Good
 New Hampshire
 Charitable Foundation
 NH Employment Security -
 Appeal Tribunal Unit
 North Country Fair Jewelers
 Northeast Auto Body, Inc.
 David Olson
 Andrew Orsini
 Philip & Ann Ostroski
 Stephanie Paine
 Linda Parrish
 Margaret Parsons
 Paypal Giving Fund
 Jorge Paz
 Alice Pepper
 Joan Perrotti
 Richard Plusch
 Rebekah Pugh
 Andrew & Barbara Pugliese
 John Putnam
 Burnham & Rhoda Quint
 R & R Woodworkers
 Kenneth & Jane Rancourt
 Frances Rich
 Deanna Riendeau
 Jeff & Valerie Rothen
 Karen Rubin
 Mary Ruka
 Sandy Ruka
 Susan Ruka
 Bretton & Cindy Russell
 Dana & Christine Russian
 Cathy Ryan
 Elaine Ryan
 Hope Ryan
 Sakash Health & Wellness
 Sanborn Regional High School
 Special Ed Dept
 Walter & Gail Sandine
 John Santuccio
 Mike & Kristen Santuccio
 Diane Sarette
 Glenn & Sonnhilde Saunders

Richard & Joanne Sayers
 Lena Scarpulla
 Ruth Schurman
 Robert & Suzanne Scolamiero
 Debra Selmi
 Gary & Cathy Shackford
 John and Megan Shapiro
 Beverly Shaw
 Mary Shea
 Gary Sheldon
 Robert & Carolyn Siegel
 Anthony & Jennifer Simone
 Nicholas Skinner
 Barbara Slader
 Irma Small
 David & Diane Smith
 Katherine Smith
 Kirk & Annice Smith
 Noel & Linda Smith
 Stanley & Dorothy Solomon
 Valerie Spicer
 St. Margaret Angelican Church
 James Stanford
 Nancy Stellakis
 Nancy Stewart
 Richard & Kathryn Stewart
 Lorraine Streeter
 Bob Streeter & Amy Carter
 Daniel Sukis
 Arlene Swartz
 Matthew Tavares
 Rita Tessier
 Lionel Tetreault
 & Michael Eaton

Patricia Thompson
 James & Sharon Thurston
 Richard Timko
 Joyce Titus
 Eleanor Tolland
 Scott & Kimberly Twitchell
 James & Karen Umberger
 Shirley VanDyne
 Gloria Vasconcellos
 Margaret Vincent
 Doris Vissman
 Frances Wallace
 Larry & Ann Walrod
 Kenneth Ware
 Richard & Abby Weaver
 Joseph Webb
 Marie Webster
 Weston's Farm
 Paul & Lisa Wheeler
 White Mountain Oil & Propane
 White Mountain Photography
 Herbert Whittemore
 Susan Winters
 Robin Wittrock
 Edward & Willa Wolcott
 Randall Woodson
 Ted & Sharon Wroblewski
 Andrew & Ellen Zelman

** with thanks to Dan and Katrina
 Jones for their 2022 donation as well.*

