



TOWN OF EXETER, NEW HAMPSHIRE
 HUMAN SERVICES
 FY 2021

Town Manager's Office

AUG 1 2020

Received

Organization's Name: Seacoast VNA Year Founded: 1895
 Address: 29 Lafayette Road, North Hampton, NH 03862
 Executive Director/ Board Chair: Karen Gomes, RN, MS, CPHQ Tax ID Number: 04-2435675
 Applicant Contact: Lauren Brousseau Email: lbrousseau@homehealthfoundation.org
 Address: 360 Merrimack St Bldg 9 Lawrence, MA 01843 Phone: 978-552-4927

Organization's Mission Statement:

Our mission is to create and deliver innovative and effective community health programs that provide effective and compassionate care

Statement of Grant Purpose; e.g. This grant will be used...:

Funds will be used to offset the cost of care for home health and hospice services for residents of Exeter.

% of overall services that goes to Exeter residents: 100
 # of Exeter residents served: 33

List all geographic area(s) served by organization: Atkinson Hampton Falls
Brentwood Seabrook Rye Hampton

Brief Detailed description of how the money will be specifically utilized for Exeter residents:

Funds will be used to support home health and hospice care for patients who are uninsured, under-insured, and for services not covered by health insurance such as durable medical equipment and bereavement services.

Amount received from the Town of Exeter (by year) for the last 3 (three) years:

2018 - 3500.00 2019 - 3500.00 2020 - 1500.00

Total Municipal Contributions in 2020: \$45,300

List each town that contributes and the amount received: Exeter, Seabrook, Hampton

Organization's total projected budget for FY 2021: \$ Not yet available Amount Requested: \$ 3500.00

Additional Information Required:

Please supply the following items for a complete application to be considered:

- Provide a narrative, not to exceed two pages in size 12 font
 - Organization's overview
 - Program's impact on Exeter residents
 - Program changes and/ or highlights from the past year

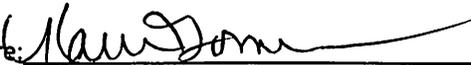
- Complete financial statements (Please note: the organization's 990 may be requested)
 - Operating budget
 - Balance sheet

- Board of Directors List

- 2020 Funding recipients must submit an Annual Report prior to consideration of 2021 application

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on July 22, 2020 (date).

By signing this application the undersigned offers and agrees, if the proposal is accepted, to furnish items or services that is quoted. This agreement is subject to final negotiation and acceptance by the Select Board and the Budget Review Committee and subsequent contract award.

Director's (or Designee) Signature:  Date: July 22, 2020

Submit no later than July 31, 2020:

Town of Exeter
Town Manager
10 Front Street
Exeter, NH 03833



Seacoast VNA, a branch office of Home Health VNA of NH, is pleased to submit this request for funding to continue to provide comprehensive home health and hospice care to residents of the town of Exeter. Support from the town of Exeter enables us to provide care to all patients regardless of an individual's ability to pay. We respectfully request level funding at \$3,500.00 for fiscal year 2021.

From July 1, 2019 through June 30, 2020, Seacoast VNA provided skilled nursing care to 20 patients resulting in 208 nursing or therapy visits. During that same time, our affiliate organization, Merrimack Valley Hospice, provided end-of-life care to 14 patients resulting in 462 visits, bereavement and support services to dozens of family members and loved ones.

Seacoast VNA is the regional leader in the delivery of home and community based medical and supportive care to patients and families throughout our service area. Our highly skilled teams of home care professionals provide skilled nursing, rehabilitation and supportive services designed to maximize health, independence and quality of life. Our nurses, physical, occupational, and speech therapists, social workers, counselors and home health aides provide the highest quality, compassionate medical and supportive care for patients and support to families. Specialty programs in wound care, IV therapy, diabetes education and teaching, telehealth, maternal and child health, chronic disease management, psychiatric nursing and social work are the most advanced in the region. Our clinical teams work together to maximize their expertise and provide the highest level of quality care with superior patient outcomes. We are also focused on community health and committed to providing health education and prevention services for elders, families and children in our region.

Working collaboratively with our affiliate organization Merrimack Valley Hospice, the agency is able to provide comprehensive home care services to all age groups at any stage of illness. Merrimack Valley Hospice provides skilled nursing care, pain control and symptom management, personal care, grief and bereavement counseling and supportive services in homes, nursing homes and assisted living facilities. Their multidisciplinary teams of nurses, therapists, counselors and home health aides combine the latest in clinical skill to deliver care with compassion, commitment and the highest standards of excellence. In addition, specially trained volunteers provide a wide variety of services for the patient and the family; from errands and yard work to companionship and activities. In June 2009, Merrimack Valley Hospice opened the first hospice residence to meet the needs of terminally ill patients who need another option for comprehensive hospice care. High Pointe House contains 21 private suites as well as a kitchen and dining areas, family gathering areas, a library, spa, children's play area, and beautiful walkways and gardens.

The House is staffed with physicians and nurses certified in hospice and palliative care. They provide 24-hour care to patients, in collaboration with a full hospice team, including the hospice medical directors, chaplains, aides, social workers, counselors and volunteers. The medical directors are available at all times to review a patient's care, provide pain management and symptom control, counsel the family, as well as communicate with the patient's primary care physician. Patient services include medications, treatments and services for pain management and the relief of symptoms related to the life-limiting illness. Expressive therapies such as art and music, as well as spiritual and emotional support and bereavement counseling are also available for both patients and families. High Pointe House also includes 2 pediatric rooms designed to provide expert care and support for the unique needs of terminally ill children and their families.

Seacoast VNA offers all Exeter elders seasonal flu clinics held annually in October and November at the Seacoast VNA office.

HHVNA

Income Statement

Budget analysis 09/30/2020

HHVNA

Revenue

Total Patient Service Revenue	\$24,296,541
Bad Debt Expense	<u>(\$364,600)</u>

Net Patient Revenue \$23,931,941

Intercompany Revenue

Total Intercompany Revenue \$913,002

Total Other Revenue \$10,144

Total Revenue \$24,855,087

Expenses

Direct Expenses

Total Salary Expense	\$12,165,250
Total Benefits	<u>\$3,153,724</u>
Salary & Benefits	\$15,318,974

Total Nonsalary - Patient Related \$829,353

Total Supplies - Patient Related \$310,648

Total Purchased Services - Patient Related \$105

Total Intercompany - Clinical \$601,475

Total Direct Expense \$17,060,555

Indirect Expenses

Total Salary Expense	\$10,746,215
Total Benefits	<u>\$2,173,719</u>
Salary & Benefits	\$12,919,934

Total Nonsalary - Nonpatient Related \$1,872,697

Total Occupancy Costs \$863,719

Total Purchased Services \$174,683

Total Intercompany - Mgt \$1,884,459

Total Depreciation & Amortization \$323,886

Total Indirect Expenses \$18,039,378

Total Expenses	<u>\$35,099,933</u>
Operating Margin	(\$10,244,846)
Other Income	
Total Contributions & Grants	\$21,525
Total Fundraising Expense	<u>(\$46,284)</u>
Net Fundraising Results	(\$24,759)
Total Investment Income	<u>\$34,824</u>
Total Other Income	<u>\$10,065</u>
Total Margin	<u><u>(\$10,234,781)</u></u>

BALANCE SHEET

HOME HEALTH VNA		
Current	9/30/18	Incr/(Decr)
Month	Prior YE	Over 9/30/18

ASSETS:

Cash & Cash Equivalents	\$368	\$297	\$71	24%
Investments - Unrestricted	<u>1,385</u>	<u>3,326</u>	<u>(1,942)</u>	-58%
Total Cash & Unrestricted Investments	1,753	3,624	(1,871)	-52%
Accounts Receivable	3,517	4,811	(1,294)	-27%
AR Allowances	<u>(891)</u>	<u>(1,211)</u>	<u>319</u>	-26%
Net Accounts Receivable	2,626	3,601	(975)	-27%
Pledges Receivable	0	0	0	
Due From/(To) Affiliates	(5,875)	(2,891)	(2,985)	103%
Other Current Assets	<u>413</u>	<u>571</u>	<u>(158)</u>	-28%
Total Current Assets	(1,083)	4,905	(5,988)	-122%
Net Fixed Assets	331	436	(105)	-24%
Intangible Assets	0	0	0	
Investments - Restricted	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL ASSETS	(\$752)	\$5,341	(\$6,093)	-114%

LIABILITIES:

Accounts Payable	388	260	128	49%
Salaries Payable	1,331	1,750	(420)	-24%
Other Accrued Expense	(43)	(41)	(2)	4%
Swap Mark to Market	0	0	0	
Other Liabilities	75	110	(35)	-32%
Due to 3rd Party Payors	(0)	(2)	2	-100%
Deferred Grant Revenue	149	0	149	
Deferred Payor Revenue	<u>1,035</u>	<u>1,311</u>	<u>(275)</u>	-21%
Total Current Liabilities	2,935	3,387	(452)	-13%
Debt:				
Short-Term Debt	0	0	0	
Long-Term Debt	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL LIABILITIES	\$2,935	\$3,387	(\$452)	-13%

NET ASSETS:

Unrestricted Fund Balance	1,954	7,227	(5,273)	-73%
Unrestricted Fund Balance - Current Period	<u>(5,641)</u>	<u>(5,273)</u>	<u>(368)</u>	7%
Total Unrestricted Fund Balance	(3,687)	1,954	(5,641)	-289%
Temporary Restricted	(0)	(0)	0	
Permanently Restricted	<u>0</u>	<u>0</u>	<u>0</u>	
TOTAL NET ASSETS	(\$3,687)	\$1,954	(\$5,641)	-289%
TOTAL LIABILITIES & NET ASSETS	(\$752)	\$5,341	(\$6,093)	-114%

September, 2019

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Term Expires: December, 2019

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HALLMARK HEALTH VNA HIGH POINTE HOUSE MERRIMACK VALLEY VALLEY HOSPICE
 COMMONWEALTH NURSING SERVICES HOME HEALTH VNA OF NH HOME HEALTH VNA CIRCLE HOME YORK HOSPITAL HOSPICE
 HOME HEALTH FOUNDATION

Innovations in Care

 Home Health Foundation | Proudly wellforce 
 The Leaders in Home Health and Hospice Care

Annual Report 2019



President's note

As I reflect on the 2019 fiscal year, I look back with great pride on all that our team has accomplished during this first full year since Home Health Foundation joined Wellforce, an outstanding health system that includes Tufts Medical Center, Circle Health, MelroseWakefield Healthcare and New England Quality Care Alliance (NEQCA).

Our agencies have built on our commitment to providing care when and where our patients need it, spanning Eastern Massachusetts, Southern New Hampshire and Southern Maine. Our collective team of hospitals, physicians and home health and hospice providers continue to set new standards of efficient, effective and compassionate care while helping patients manage challenging health conditions, recover from illness and injury and address end-of-life needs with dignity and respect. In fact, as the frontier of healthcare delivery has moved more and more into the home setting, end-of-life care has become increasingly recognized across Wellforce as an essential component in the continuum of care. Bringing the agencies' hospice services together under the Home Health Foundation/Merrimack Valley Hospice umbrella has formed an unrivaled multi-disciplinary team providing comfort care and palliative services.

Agency-wide collaborations have also enabled us to identify best practices, build upon our strengths, expand capacity for service and increase the positive impact on our region's health care needs. These monumental accomplishments have been achieved through a successful implementation of one integrated electronic medical record (EMR) and an alignment of resources, including fiscal, intake, information technology, communications, philanthropy, human resources and medical records.

Home Health Foundation is committed to continuing to seek new ways of delivering the highest quality, patient-centered care, which has been the hallmark of our organization since 1895. While telehealth has long been an important component of home health visits involving cardiac and respiratory patients, for example, its use is being greatly expanded to closely support individuals healing at home and in hospice care. We will continue to embrace technological advances to grow and enhance services while collaborating with our respected Wellforce and community partners. *Thank you for sharing in our mission of delivering innovative, effective and compassionate care – Stronger Together.*

Karen Gomes, RN, MS, CPHQ
President and CEO
Home Health Foundation

Executive Team

Karen E. Gomes	President and CEO
Diane Farragher-Smith	Chief Clinical Integration Officer
Bernice Burkarth, MD	Chief Medical Officer
Donna Beaudin	Vice President, Quality, Compliance and Risk Management
Chanel Adu	Human Resources Director
Eileen Trefonides	Finance Director

Board of Trustees

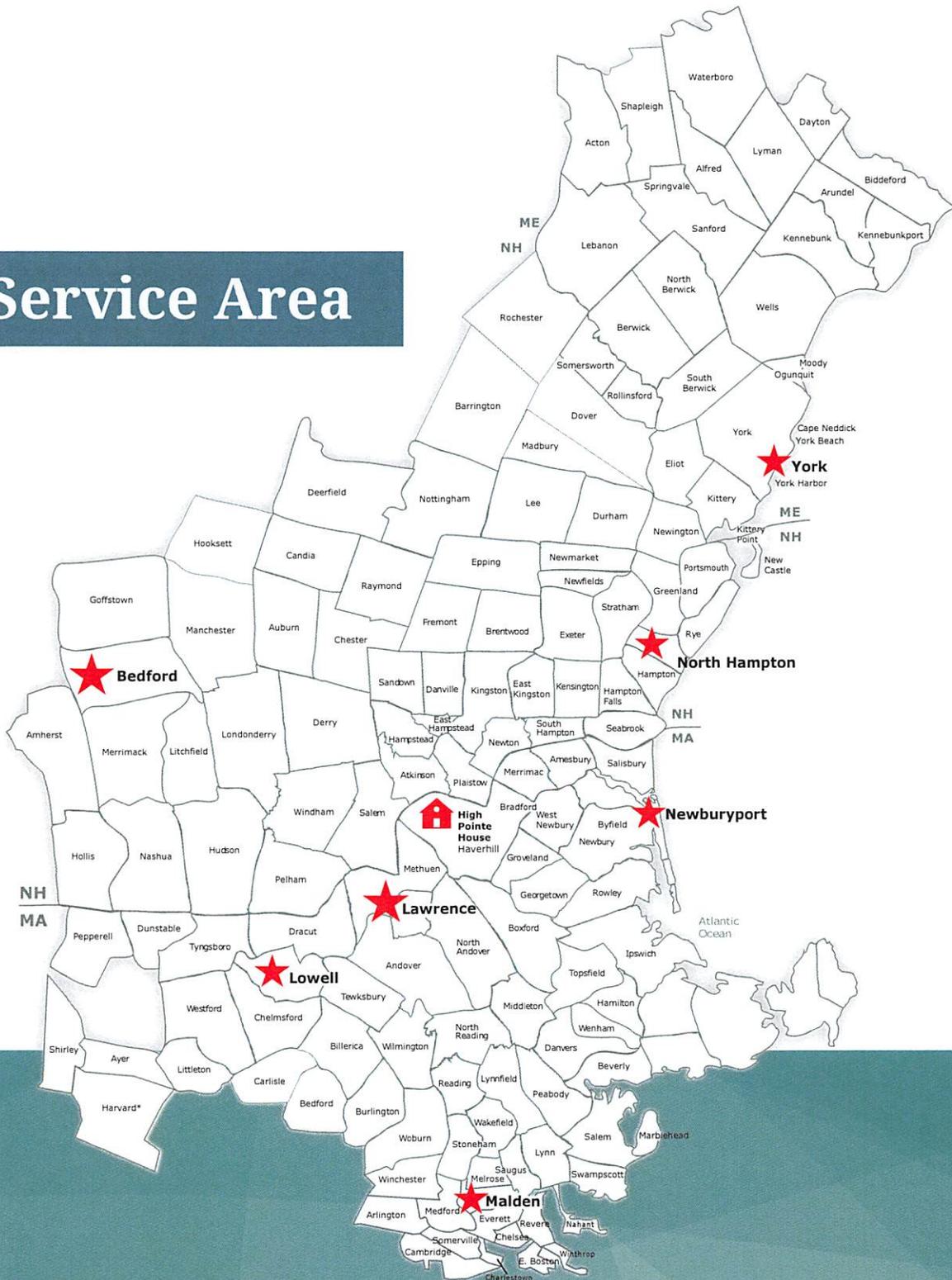
OFFICERS

Karen E. Gomes	President
Scott A. Collins	Chair
Barbara B. Sager	Co Vice Chair
Naomi Prendergast	Co Vice Chair
Susan Green	Treasurer
Debra S. Grabowski	Clerk

TRUSTEES

John P. Chemaly	John F. Prochilo
Kara Doyle	Susan Sandberg
Eda George	Keith N. Soucie
Daniel A. Hayes, Jr., Esq.	Michael Wagner, MD
Joel B. Hellmann, MD	Jody White
David W. Nesbitt	

Service Area



"Never before in history has innovation offered promise of so much to so many in so short a time."

– Bill Gates

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Supporting children and their families

When Emily Phaff first opened her family's door to maternal child health nurse Kathie Olson, RN, in 2018, she couldn't help feeling skeptical. Just a few months earlier, Phaff's daughter, Bailey – then just 3 years old – had been diagnosed with leukemia. Then Bailey's two-year treatment plan was put on hold when Phaff says a negative experience with a different visiting nurse agency resulted in Bailey's hospital readmission – quickly followed by the switch to Home Health VNA, an agency of Home Health Foundation.

"When we started with Kathie, I was a nervous wreck that we'd end up with another person giving us bad advice. But as it turned out, I didn't need to worry," said Phaff, who also has an infant son named Wyatt. "Kathie is great with Bailey. Once I got to know and trust her, I became really attached to Kathie, too."

Until Bailey's treatments ended in June 2020, Olson made regular visits to Bailey's home in Wilmington to administer blood tests and chemotherapy. When Bailey's father, Dan Styffe, planned a Halloween trip to Salem in 2019 without realizing it conflicted with Bailey's treatment, Olson volunteered to visit the family's hotel since it is within her 10-town territory.

"Some procedures still had to be done in the hospital, but one month, Kathie saved us from making five trips into Boston," Phaff said. "If Bailey didn't feel well after the treatment, she was already home – not feeling sick and miserable in the back seat while it took 90 minutes to drive home in traffic." Even more important, according to Phaff, are the extraordinary levels of comfort and trust which Olson earned from her daughter.

"Whenever Bailey had to have a procedure done in a hospital, I'd have to hold her the entire time so they could do it. But all Kathie did was tell her to take a few minutes and a couple of deep breaths, and Bailey would let her do it," said Phaff, also noting her appreciation for the support of Maternal Child Health Clinical Manager Ellen Sharpe, RN, MS, who managed Bailey's appointments and helped the family resolve issues with medical supplies and changes in Bailey's treatments.

"Bailey has been around a lot of nurses, but Kathie stands out. She listens. She's firm while also being patient,

and fun and gentle enough not to make Bailey scared. And every once in a while, a bribe from Donna's Donuts [in Tewksbury] also works."

In fact, Olson's 26-year career in the Home Health VNA Maternal Child Health department has spanned prenatal care, premature infants, babies in need of breastfeeding assistance and a range of other medical issues affecting patients through age 21.

"I love what I do," said Olson, adding that the "magic of my job" is bringing joy to a child who is enduring medical treatments that many adults wouldn't tolerate with the same grace. "My goal is always to make my patients better. For the kids who we know won't get better, then my goal is to make their quality of life better for as long as possible."

Since Bailey graduated from her treatment protocol, Phaff has been delighted to watch her now 5-year-old blossom from a quiet, lethargic child content to watch television and color to "a kid so happy she feels good, with endless energy." Although Bailey's end-of-treatment party couldn't take place due to COVID-19 restrictions, Phaff and Olson are looking forward to a non-medical visit in the near future. "On my last appointment with my patients, I joke that I never want to see their names on my computer again," Olson said. "If we see each other at Dunkin' Donuts instead, that's totally fine."



Maternal child health nurse, Kathie Olson, RN with 5-year-old Bailey Styffe
Pre-social distancing Policies

ABOUT MCH

MATERNAL AND CHILD HEALTH PROGRAM

As the largest provider of early maternal discharge/postpartum care in this region, the Maternal and Child Health (MCH) program provides annual care to more than 1,400 newborns and mothers in our service area. The full and part-time clinical professionals of the MCH program provide medical care, teaching, and support designed to maximize the health, safety, and quality of life of new mothers and their infants. As clinical experts, our nurses are in a pivotal position to contribute to the long term health and welfare of the mother and infant by providing comprehensive case management and care coordination, both within Home Health Foundation's continuum of care, and by referral to the broader health and social service support system in our region.

In addition to postpartum care, MCH nurses provide care for infants and children up to age 18 with complex illnesses such as cancer, failure to thrive, cardiac disease, respiratory disease, and diabetes. Nurses also have extensive experience providing care for children requiring cardiac assessments, medication reconciliation and management, nasogastric tube insertions, lab draws and line maintenance, and IV therapy/chemotherapy. In fact, our MCH program is the largest provider of home care services for the Jimmy Fund Clinic at Dana-Farber Cancer Institute, one of the world's premier centers for research and treatment of pediatric cancers. Working collaboratively with Jimmy Fund Clinic physicians and other professionals, our nurses are able to provide chemotherapy in the home to children with cancer. This eliminates the long and frequent trips to Boston while supporting the child in their comfortable and familiar surroundings. In addition, the team works collaboratively with the Pediatric Palliative Care Program of Merrimack Valley Hospice, providing consultation on the medical and supportive needs of critically ill children and their families.

Services provided by our MCH program enable children with complex medical conditions not only to survive but to live full and happy lives. Research demonstrates that a child's development in a hospital tends to regress, while their development at home tends to advance, despite illness or disability. Our nurses are skilled at normalizing the life of the chronically ill child at home while providing the most advanced medical, emotional, and social support available.

★ Merrimack Valley Hospice Achieves Three-Star ★ Status in 'We Honor Veterans' Program ★



Merrimack Valley Hospice, recently achieved the third of four partner levels available through We Honor Veterans, an innovative program developed by the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs. The distinction recognizes that Merrimack Valley Hospice, which supports patients and their families with hospice and palliative care services in a variety of settings, has improved care and access for veterans by developing and strengthening relationships with VA medical centers and other veteran organizations.

"We are proud to earn our stars", said Eric Redard, volunteer services manager of Merrimack Valley Hospice. "We can never repay our heroes for what they have given our country, but we can offer high-quality, compassionate care when they need us most. Just as they have been there for all of us, we want to let them know we're here for them."

Throughout the year, Merrimack Valley Hospice participates in We Honor Veterans by connecting veteran patients with veteran volunteers representing all military branches, recognizing their service and introducing them to veteran-specific resources within the community and the VA. On any given day, 20 to 25 percent of the patients cared for by Merrimack Valley Hospice are veterans, including those at High Point House, the state-of-the-art hospice and palliative care residence in Haverhill which provides a comfortable, home-like alternative to hospitalization.



For more information about how to volunteer or support Merrimack Valley Hospice's work with veterans, visit: HomeHealthFoundation.org/veterans



Merrimack Valley Hospice volunteer David Triplett was 21 years old when he enlisted in the U.S. Marine Corps in 1978.



WE HONOR VETERANS

Honoring Veterans

at end of life with dignity and respect



Although World War II veteran Florian “Floyd” St. Arnault served his country with honor and pride, his own family didn’t know all the details for most of his life. While cleaning their home two years ago, his stepdaughter Mattie Colson discovered a two-page account of the historical events he witnessed, including the Battle of the Bulge. When she showed it to St. Arnault, he asked with surprise, “You want this thing?” Colson, who calls her stepdad her “hero,” most certainly did. “To me, it was worth more than a million dollars!” The handwritten document has become even more precious to Colson since St. Arnault passed away at Penacook Place in Haverhill, Mass., on April 21, 2020. The 98-year-old had been a patient of Merrimack Valley Hospice, which provides compassionate physical, emotional and spiritual care for those with life-limiting illness. While a celebration of St. Arnault’s life with military honors is planned when restrictions related to COVID-19 are lifted, Colson said she is comforted by the knowledge that he felt respected and appreciated for his service during his lifetime.

A native of Canada and longtime resident of Lebanon, Maine, St. Arnault was a private first class with the U.S. Army 449th Anti-Aircraft Battalion in the 5th Infantry Division. At just 23 years of age, he was in the fourth wave of Allied troops to storm Omaha Beach at Normandy, France on June 6, 1944. After contracting pneumonia from crossing the Rhine River, St. Arnault was hospitalized, flown to Britain and sent home on a ship where he wrote that the food was “wonderful.” He retired from Pratt & Whitney, where he helped manufacture jet engines, and also worked as a high school janitor and activities bus driver in Maine where the

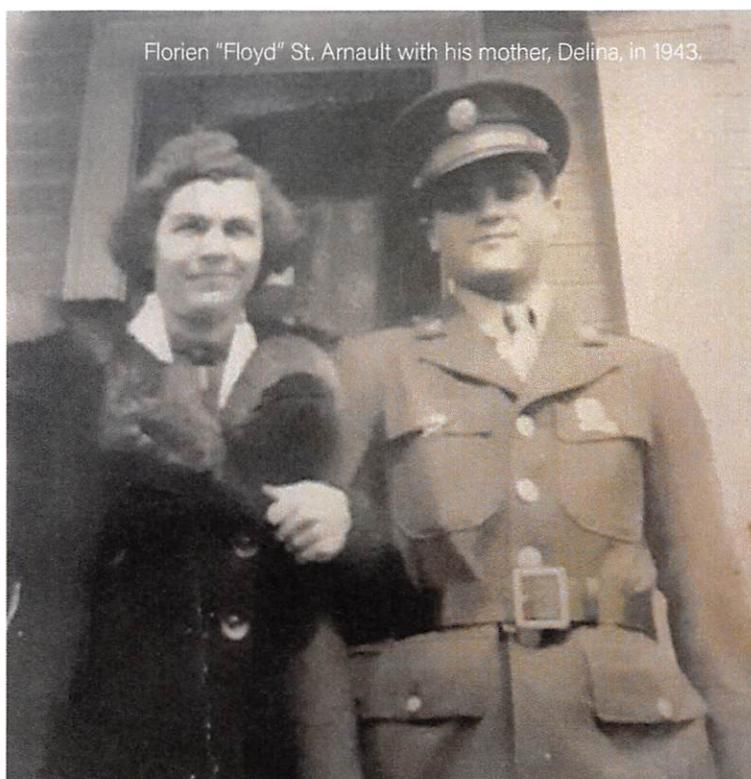
students affectionately called him “Gramps.”

Merrimack Valley Hospice volunteer David Triplett, who served in the U.S. Marine Corps and Navy Reserve, visited St. Arnault weekly at Penacook Place through We Honor Veterans, a program developed by the National Hospice and Palliative Care Organization in collaboration with the Department of Veteran Affairs. Triplett, who has volunteered for Merrimack Valley Hospice for six years, said he enjoys giving back and sharing stories with his fellow veterans. Initially worried that he wasn’t talkative enough for the position, Triplett volunteered in the kitchen before finding he enjoys the camaraderie of in-person visits. “You learn about history from people who were actually there, which is amazing,” Triplett said. “Floyd was a really nice person. I was honored to spend some time with him.” St. Arnault also made a favorable impression on Merrimack Valley Hospice Chaplain Martha Learned, who prayed and sang along with him to his favorite hymns. In fact, her enduring memory from their last visit is St. Arnault’s enthusiastic rendition of “Amazing Grace” echoing down the hall as his aides led him to the lunchroom. “Floyd was so full of love,” Learned said, “for God, his family and his country.”

Stephanie Chan, a board-certified music therapist with Merrimack Valley Hospice, also nurtured St. Arnault’s love of music during her weekly visits. The first time Chan took out her guitar, he responded by playing his own air guitar. He enjoyed strumming her ukulele during a subsequent visit, and she said he joined in singing religious and patriotic songs “with love and enthusiasm.” “You connect with some people instantly, and Floyd was one of them,” said Chan, noting that St. Arnault put his hand over his heart when he sang patriotic songs and “looked very touched” when she thanked him for his service to the country. “He was so special. I’m glad our team was able to bring him comfort and a greater quality of life when he needed it most.”

To volunteer or support Merrimack Valley Hospice’s work with veterans, visit [HomeHealthFoundation.org](https://www.homehealthfoundation.org).

Florian “Floyd” St. Arnault with his mother, Delina, in 1943.



Merrimack Valley Hospice music therapist Stephanie Chan

Caring for the Whole Family

at High Pointe House

Michael Galloway's enduring legacy is making people happy in his own unique style.

When his sister, Donna Burke, was injured in 2019, Michael Galloway added elaborate flower and vegetable boxes to her back deck so she would be surrounded by cascading petunias and dahlias alongside tomato and green pepper plants during her recuperation. Michael also had a penchant for finding odd gifts, such as the 75-pound ceramic pumpkin which he purchased at an antique shop and painted Donna's sons name, Kyle, as a reminder of the many Halloweens they happily shared in his youth. That pumpkin, which Donna finally convinced Michael to haul outside several months after its Christmas unveiling, now greets visitors in front of the Chelmsford home which she shares with her husband, Brian Burke, and Michael's sons, 19-year-old Ryan and 18-year-old Michael. Kyle lives with his wife, Chelsea, in South Carolina where he is studying medicine.

"Michael was very outgoing and a little crazy – but a lot of fun," Donna said of her big brother, who succumbed to pancreatic cancer on March 8, 2020. "When he got sick, the chemo was so rough on his body. His biggest fear was, 'What if I become too sick to enjoy my children?'" Donna admits initially bristling at a physician's suggestion to contact hospice. "I thought, 'What? That's the last stage!'" she recalled. However, her concern soon turned to relief as two hospice nurses who visited their home educated Donna about Michael's diet and medications, helped her fill out health insurance paperwork and shared emergency contact information.

When Michael eventually required an acute level of care that exceeded the family's capabilities at home, he was admitted to High Pointe House in Haverhill, the inpatient hospice and palliative care residence of Merrimack Valley Hospice. "I felt guilty that we needed help, and a little afraid because I didn't know what to expect," said Donna, recalling her familiarity with nursing homes but not a hospice house—a licensed, acute care residence offering a home-like alternative to hospitalization for patients in need of specialized, end-of-life care. "But I found that the staff was so sweet and welcoming that High Pointe House became my home away from home, too," adds Donna, who worked remotely from Michael's room, one of 21 private suites complemented by spacious common areas, indoor and outdoor dining areas, walkways and gardens. "The nurses were truly unbelievable. There's so much individual attention; they really care about the patients." Since Michael's passing,

Donna said she has found comfort in caring for his children—whom she and Brian consider their own—and carrying on the same traditions that they had enjoyed with their father. By sharing her family's story, she hopes that others may also benefit from the peace of mind that hospice can offer, aside from pain and symptom management, education, support services, financial assistance and respite. Donna said, "It's very important for people to know that places like this, and High Pointe House in particular, are here to help."

"I found that the staff was so sweet and welcoming that High Pointe House became my home away from home, too."



Donna Burke works remotely while visiting her brother, Michael Galloway, at High Pointe House.



When Donna Burke was injured in 2019, her brother Michael Galloway went to great lengths to comfort her during her recuperation. After Michael was admitted to High Pointe House in March 2020, Donna became a near-constant presence by his bedside.



ABOUT

High Pointe House

Most hospice and palliative care is provided to patients in their own home. But when pain or other symptoms make care at home no longer possible, High Pointe House provides a safe and secure, homelike alternative.

High Pointe House has 21 comfortable and private suites large enough to accommodate a patient and visiting family members, as well as a kitchen, dining and family gathering areas, a library, spa, children's play area and beautiful walkways and gardens.

Designed to be as much like a home as possible, High Pointe House is staffed with nurses certified in hospice and palliative care who provide 24-hour care to patients in collaboration with a full hospice team, including medical directors, chaplains, aides, social workers, counselors and volunteers. The medical directors are available at all times to review a patient's care, provide pain management and symptom control, counsel the family and communicate with the patient's primary care physician.

Patient services include medications, treatments and services for pain management and the relief of symptoms related to life-limiting illness. Expressive therapies such as art and music, as well as spiritual and emotional support and bereavement counseling, are also available for both patients and families.



High Pointe House was built on a foundation of community support. Today, the Campaign for Subsidized Care helps ensure that all patients in need of specialized treatment and support are able to experience the exceptional care regardless of their ability to pay.



Guests enjoy Spring has Sprung Brunch and Flower Demonstration to benefit Merrimack Valley Hospice



Legacy of Leading recipients, High Pointe House staff and volunteers in honor of a decade of caring



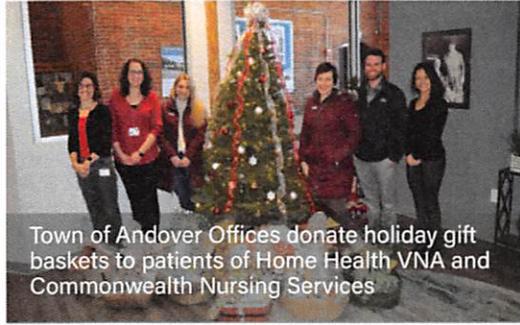
Co-Chairs Stephen Janavicus and Suzanne Fazioli hosted Off to the Races fundraiser in support of High Pointe House



Legacy of Leading recipients (names)



Guests enjoy an Evening of Appreciation



Town of Andover Offices donate holiday gift baskets to patients of Home Health VNA and Commonwealth Nursing Services



The Barbin Family shared their inspiring story during our Evening of Appreciation



Ribbon Cutting of Home Health Foundation Lobby with donors Home Care Specialists



East Coast Camaro Club donates gift to Merrimack Valley Hospice (replaces photo second down on left)



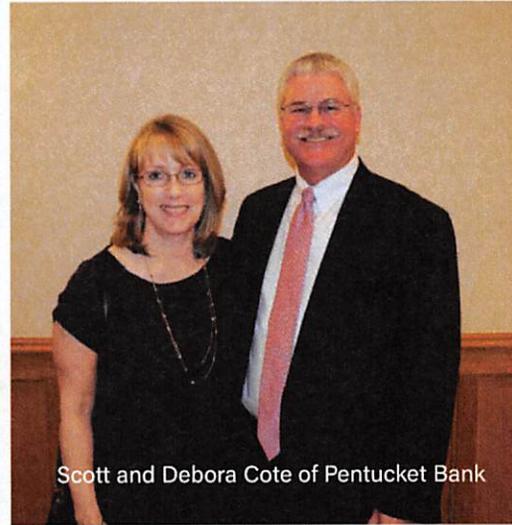
Karen Gomes, President and CEO of Home Health Foundation receives a gift from Scott Cote, CEO of Pentucket Bank



The AVM & Aneurysm Awareness Train donates gift to High Pointe House



Christopher Tringale, Eagle Scout presents Linda Miller, Clinical Director of Hospice Admissions, with 6 hand crafted rocking chairs for High Pointe House



Scott and Debora Cote of Pentucket Bank

Innovations in Care

THROUGH COMMUNITY SUPPORT

Caring Commitment, Quality and Compassion.



We are honored by the outpouring of support by so many generous individuals, businesses, corporations, foundations and service groups throughout this region. Home Health Foundation Recognizes Lawrence Community Responders and the 10th Anniversary of High Pointe House (photo in collage on left)

Home Health Foundation Recognizes Lawrence Community Responders and the 10th Anniversary of High Pointe House

On Thursday, May 23, 2019, more than 300 guests gathered in support of the agencies of Home Health Foundation, and to honor our heroic leaders in the community as well as celebrate a decade of caring at High Pointe House at the 8th Annual Legacy of Leading recognition dinner.

This year's event honored Lawrence Community Responders, individuals from across the community who took immediate action during the gas explosion crises that severely struck the surrounding areas. Honorees include Daniel Rivera, Mayor of Lawrence, Chief Brian Moriarty, of the Lawrence Fire Department, Kim Moriarty, RN, Director of Emergency Services at Lawrence General Hospital, Martha Valez, Executive Director of the Lawrence Senior Center, and Officer Ivan Soto of the Lawrence Police Department. In addition, High Pointe House, the hospice and palliative care residence of Merrimack Valley Hospice, was recognized for a decade of compassionate care, and paid tribute to the staff and volunteers for their unwavering dedication to the dignity and comfort of patients and families.

In their selfless efforts, these Lawrence Community Responders proved their ongoing commitment to better support the community during this difficult time," shared Donna Beaudin, Vice President of Quality, Risk Management and Regulatory Compliance. "I was struck by the historic significance of this event and the amazing spirit of the people. Communities helped communities. neighbors helped neighbors - and the resilience of the people of this region endured."

"High Pointe House is an example of what can happen with a dream, a committed team, hard work and most importantly, the support of the community," said Karen Gomes, President and CEO of Home Health Foundation. "It was ten years ago that our Hospice House opened. Since then, thousands of patients of every age have passed through our doors seeking refuge. All are welcomed by a compassionate staff who are completely focused on the care of the patient and the support of the family."

The event raised more than \$80,000 in support of programs dedicated to assisting the patients and families served by Home Health VNA and Merrimack Valley Hospice.

continued from page 11

Scout Makes Rocking Chairs for Hospice Eagle Service Project

Among the beautiful elements inside High Pointe House, now includes six new rocking chairs, handcrafted by Boy Scout Christopher Tringale of North Andover. Chris made the wooden rocking chairs as his Eagle Scout Service Project in memory of his grandmother, who was cared for at High Pointe House. Shared Chris, "I wanted to honor my grandmother, the staff who took excellent care of her, and all other patients both present and future with a project that will benefit them." Thanks to Chris's hard work and dedication, he was also able to donate an additional \$3,000 after the project was complete.

While the rocking chairs took Chris about three months to build, the entire project began much earlier. Planning for his Eagle Project included presenting his proposal and receiving approval, fundraising for the project, and finally building and delivering the gift. To become an Eagle Scout takes a great deal of time, effort and dedication to the community. On average, only 4% of Scouts earn the status of Eagle Scout, and Merrimack Valley Hospice is honored to have been chosen by Chris for this very special project. "We are so impressed by the quality craftsmanship of these beautiful rocking chairs," shared Linda Miller, BS, RN, Director of High Pointe House. Patients and families will enjoy this gift for years to come. Chris is an amazing young man, and we are honored to have partnered with him on this special project."

Merrimack Valley Hospice Awarded Q2 Lowell Five Employee Charitable Giving Committee Award

Merrimack Valley Hospice was selected by Lowell Five employees to receive the Q2 2019 Employee Charitable Giving Committee Award. Home Health Foundation's Karen Gomes, President and CEO and Lauren Brousseau, Development and Communications Manager, were presented with the \$7,800 cash award by Lowell Five's President and CEO, David Wallace and members of the Employee Charitable Giving Committee. In addition to the award, Lowell Five employees collected donations of yarn and children's craft supplies to support the Hospice's children's bereavement group and adult bereavement group knitters' circle.

"We are extremely grateful for the continuing support of Lowell Five and their dedicated staff," said Karen Gomes, RN, MS, CPHQ, President and CEO of Home Health Foundation, which includes Home Health VNA and Merrimack Valley Hospice. "As a mission driven agency, Merrimack Valley Hospice is committed to providing care to all patients and families in our care. This gift will help ensure that the highest quality end-of-life care is available for patients at High Pointe House, the hospice and palliative care residence of Merrimack Valley Hospice located in Haverhill."

There are many ways to support our mission.

For more information on all the options for giving, please contact Lauren Brousseau at 978-552-4927 or lbrousseau@homehealthfoundaiton.org.

2019 ▶ by the numbers

Our ability to accept all patients, regardless of the complexity of their care or the ability to pay, is possible through the charitable support we receive from our donors who allow us to uphold our mission of caring. The generosity of donors ensures that we will remain a trusted resource for many years to come.

Financial

Charity Care

Charity care is provided under the organization's established sliding fee scale policy. It includes the deficit created by unreimbursed and unpaid costs of services provided in patients' own residences as well as at High Pointe House.

Charitable Giving and Fundraising: \$1,119, 245.0

These funds come to our agencies in a variety of forms including donations from patients and families, foundations and corporate grants, sponsorship of fundraising events and other giving.

Community

Communities served:	157
Miles Driven:	1,565,910
Home Health Care	1,027,531
Hospice Care	304,622
Supportive Services	193,037
Other	40,720

Bereavement Services

Bereavement Calls:	1,350
Bereavement Visits:	493
Community Calls:	597
Community Visits:	220
Bereavement Groups:	215
Workshops:	36

Merrimack Valley Hospice provides grief counselling and support to all, free of charge, whether their loved one was cared for by us or not. Our programs support children and adults who may have lost someone due to any type of death.

People

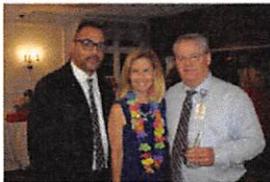
Total Employees:	857
Home Health Care	442
Hospice Care	220
Supportive Services 1	62
Administration (other)	33
Total Volunteers	270
Visits	5,377
Hours	13,165

Thank You

Our Network of Corporate Partners include organizations willing to make an annual sponsorship pledge in support of our events. Their early commitment allows us to offer an elevated value of sponsorship benefits along with recognition throughout the year as dedicated supporters of our agencies.

Joining the Network of Corporate Partners program demonstrates a commitment to our community and a willingness to work together to bring experienced care home to those in need.

We are proud to recognize our 2019 network of Corporate Partners members for the impact they have made on the communities we serve. Corporate partnerships come with a range of benefits and can be tailored to meet your organization's philanthropic goals. To join the Network in 2020 or to learn more, call us at 978-552-4188.



2019 Corporate Partners

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- Arrow Paper Corporation
- Atlantic Charter Insurance Company
- Atwood Memorial Company
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- Demoulas Foundation
- Elder Services of the Merrimack Valley, Inc.
- Element Care, Inc.
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- The Savings Bank
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- Wellforce
- Zampell Companies

Support from our generous donors

We are so grateful to those who share our commitment to helping patients attain the best health and quality of life possible.

We extend our heartfelt thanks to all who made gifts in support of our service to the community. Whether your gift came in the form of an annual donation, a memorial contribution, or other type of support, your investment in our mission makes a truly profound impact in the lives of people throughout the community. We are grateful for your generosity.

LEADER \$50,000

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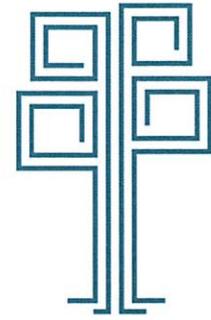
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Ways to Give

Thousands of people are touched by the generosity shared with our agencies, and support can come in many forms. To discuss any of these options or for questions, please call Lauren Brousseau at 978-552-4927 or email lbrousseau@homehealthfoundation.org.

Cash Contributions

Cash contributions are fully tax deductible. Many companies match the gifts of their employees – check with your employer to see if your gift can qualify.

Gifts of Appreciated Property

You can donate appreciated property (stocks, bonds and real estate) to support any of our agencies. When you donate property that you have held for more than a year, your gift is exempt from capital gains taxes. Your charitable deduction is based on the fair market value of the asset at the time of your gift.

Vehicle Donations

Donate for Charity, our recycling partner, offers an opportunity to support our agencies by donating a car, truck, van, boat, RV, or motorcycle by calling 800-933-5593. Donors receive a tax deduction of the auction sale price or \$500, whichever is greater.

Income-generating Gifts

You can also use cash and appreciated property to establish a charitable remainder trust or charitable gift annuity that will provide income and tax benefits to you, while benefiting one of Home Health Foundation's agencies.

Bequests

A simple way to support is through a bequest in a will or living trust. Any part, percentage, or component of estate or trust assets can be designated to Home Health Foundation or one of its agencies and will help to reduce inheritance taxes.

Get Involved

There are many ways to get involved and give of your time and talents. Hold your own fundraiser to help support the mission of our agencies; volunteer in a patient care role, office setting, or for special events; or help raise awareness and funds through the Friends of Merrimack Valley Hospice group.



A Letter from a Grateful Patient

I have recently been attended to by a team of your visiting nurses after having undergone major surgery and a lengthy hospitalization. My surgery was complicated by an unexpected partial paralysis of my legs which affected my ability to walk. These events took not just a physical, but also an emotional toll on me. Returning home, I found myself dependent on others for many things formerly taken for granted which left me extremely anxious about my recovery in these COVID-19 days. Then my visiting nurse team of Karen, Kelly and Sharon began calling.

Karen would come in and ask how I was feeling and take info on my treatment and vitals. She connected me with medical suppliers and made very helpful suggestions as to how I could address issues with my doctors. She took charge and was knowledgeable and positive in her suggestions that helped move along my recovery.

Kelly, my occupational therapy nurse, cheerily encouraged me to work on upper body strength and dexterity. We even dusted off some light weights I had to help with my arm and upper body exercises. Her upbeat disposition helped to lift my spirits as she set goals in my exercises, and we met them together.

Finally, Sharon, my physical therapist, had the most difficult job. Unexpected nerve damage during the operation left me unable to walk. When I first met Sharon, I was unable to stand from a sitting position without using my walker to lunge/lift myself to my feet.

I would then gingerly walk short distances with a walker, locking my knees so my legs wouldn't give out. Fear of not recovering was real. Sharon got me up and moving. She gave me exercises to build back strength in my legs. She explained how nerves and muscles interacted and told me that patience and exercise would cause gradual improvement.

This encouragement, coming from someone so knowledgeable, was much needed by me emotionally. With each visit, she kindly encouraged me to do more. By my last visit with her, I was able to rise from my chair and walk her to the door without any apparatus or assistance.

My wife and I are very grateful and would like to commend these visiting nurses in assisting my recovery. Your services are essential. Thank you all very much.

Sincerely,

Carmen C.

High Pointe House Patient Testimonial

I want to express thanks to High Pointe House for the care provided to Cheryl and me while she was a patient. The facility was welcoming, pleasant, comfortable and well maintained. Cheryl felt comfortable as soon as she arrived. No anxiety or worry. And since she was comfortable, so was I. It meant a lot. The care staff was very caring, kind and compassionate to both Cheryl and me. We were welcomed into their "home" with smiles and kind words. They accepted my questions, suggestions and comments – always with a smile and a kind word.

I appreciate the time they took to listen to my concerns, feelings and worries and to do their best to reassure me that my thoughts and feelings were normal and always encouraged me to feel free to talk to them about anything that was bothering me. I appreciate so much the time they took to sit down and talk through my feelings. Reassuring me that what I was doing as her advocate was very important to Cheryl and to me. The empathy they showed both of us was amazing. It meant so much and was very much appreciated. If I had a question, they helped where they could. If they didn't have the answer, they offered to pass the question up the chain to try to get the answer.

In summary, the facility and staff were outstanding.

Sincerely,

John P.

Innovations In Care

THE LEADERS IN HOME HEALTH AND HOSPICE CARE

Founded in 1895 to provide care to families who worked in the local textile mills, we are now one of the largest home health and hospice agencies in the region. Our trained professionals and paraprofessional staff provide the highest quality, compassionate medical and supportive care to more than 3,500 people on any given day from our main office in Lawrence and from offices in Massachusetts, New Hampshire and Maine and at High Pointe House in Haverhill, MA.



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Building 9
Lawrence, MA 01843

High Pointe House:

360 North Avenue
Haverhill, MA 01830

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