

# A Milestone Anniversary!



# 2020 Annual Report



## **Our Message to the Community**



As we look back on an extraordinary year, we again celebrate 2020 as the 50<sup>th</sup> Anniversary of Lake Sunapee Region VNA & Hospice. In this milestone year in our history, so many "traditions" had to be reimagined. We are very proud of the ways we honored our first fifty years of caring for the community and encourage you to take a look at the center article of this report!



And we have so many other reasons to be grateful, proud and optimistic:

- Our staff and volunteers adapted to the major changes impacting all of us. Volunteers, who very-much wanted to help, graciously understood our need to curtail volunteer activity during the pandemic. But we know their hearts are with us and that they will return as soon as possible. And there simply aren't enough words to thank our staff. At every turn they supported patients and each other, risking their own health and safety for others, shifting gears sometimes daily to do what had to be done. They are remarkable!
- Our community, too, adapted and stood by us with confidence during a year of challenges we could never have anticipated. It has said "yes" to our appeals for support time and again...even when that looked and felt different. When we needed to cancel the much-anticipated *Women Who Make A Difference Luncheon*, our supporters rallied to our request to establish an internal COVID-19 financial assistance fund for staff who experience gaps in essential needs such as fuel, rent or food. When we also had to cancel the beloved Hospice Dinner, we hung lights on our building to reflect the bright life of every life while many of you still made donations to support hospice care.
- Virtual bereavement programs including support groups and a *Time of Remembrance* video were held instead of live gatherings, knowing that people still needed the expertise and compassion of our hospice and spiritual care teams.
- We affirmed our core values of Community, Compassion, Empowerment, Excellence... and now visually display them in our building as a reminder of what guides us in service to you, the community and each other.

BOARD OF TRUSTEES				
Kieran Kays, Chair Sunapee	Sheldon Boege North Sutton	Neil Shifrin, PhD New London		
<b>Daniel Junius,</b> Vice Chair Sunapee	<b>Linda Brenner,</b> CHS Board New London	<b>Ginni Walsh</b> New London		
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George "Bo" Quackenbos, Secretary New London	Shari Goldberg, RN, PhD Elkins	Michael Wood, Esq. New London		
Jim Culhane, President & CEO Hopkinton	Beverley Rankin, RN, BSN Claremont	<b>Donald Eberly, MD</b> <i>Chair Ex Officio</i>		
	Linda Scofield Wilmot			



- The "Culture Club" was formed to put our values into action, knowing that our people are the most precious resource we have and that having exceptional staff is the hallmark of who we are and what we do. Remote lunches safely delivered to staff in the field, special raffle drawings to brighten someone's day, Home Care Month cards and goody bags for all staff to enjoy...and more...showed staff how much they are valued.
- Early in the pandemic, we transitioned office staff literally in a matter of days to work remotely from home and provided support, training and equipment. We also implemented virtual staff meetings, learning together to use this new technology effectively.
- We were all-hands-on-deck to protect employees and patients by developing new safety guidelines and securing vital PPE. Staff quickly became experts in getting protective equipment from any source possible...getting very creative in the process.
- When patient volume dropped at the start of COVID-19, we committed to keeping our team whole. With impactful State and Federal funds, coupled with a strong financial foundation that charitable giving helped to build, we didn't lay off a single employee. We were able to continue to pay the majority of regular wages and sustain benefits even when hours were reduced, sometimes significantly. And when patient volume began to rebound, our team was in place and ready to serve.

With the vaccine, there is light at the end of the Covid-19 tunnel. As we move forward with hope and strength, but facing inevitable new challenges, you can count on us to continue to adapt and strive to enhance quality of life in all we do. It truly is empowering to know that our community is behind us every step of the way!

With gratitude and wishes for good health,

Jim Culhane

President & CEO

Kieran Kays

LSRVNA Board Chair

#### MISSION STATEMENT

Lake Sunapee Region VNA & Hospice

provides health care and hospice services for
individuals and families in homes and community
settings, fostering continuity of care across settings and
enabling people to stay in their homes as long as possible



#### **LEADERSHIP TEAM**

Jim Culhane, President & CEO

**Shellie Brown,** Community Health Services Director

Caitlin Barden, Chief Clinical Officer

Mary Saritelli, Human Resources Director

Monique Malanga, Chief Financial Officer

Jeana Newbern, Marketing & Community Outreach Manager

Melinda Palmer, Business Officer Manager

Kim Pruett-Ilg, Business Development Manager

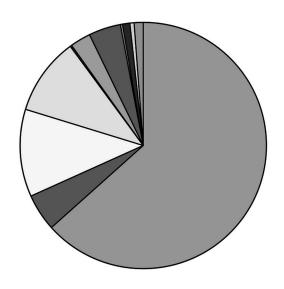
Catherine Raymond, Development Officer

**Jennifer Taylor,** *Hospice & Palliative Care Director* 



### **Financial Overview 2020**

#### **REVENUE**



7,042,970

Medicaid 541,060

Other 3rd Party Insurance 1,275,872

☐ Private Pay 1,128,703

Net Assets Released from Restriction for Operations 23,038

Other Operating Revenue 299,995 including Covid-19 funds

Contributions (net) 467,232

Net Assets Released from Restriction 30,817 for Capital Acquisition

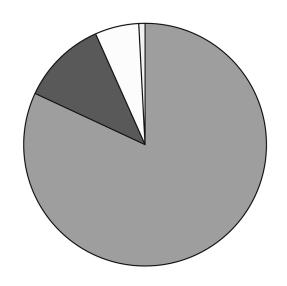
Municipal Appropriations & United Way 107,139

☐ Investment Income 61,198

Change in Fair Value of Investments 131,881

**Total Revenue** \$11,109,905

#### **EXPENSES**



Salaries/Benefits	9,192,609
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Supplies & Operating Expenses 1,277,090

☐ Professional/Contract Services 656,509

Depreciation 93,084

Total Expenses \$11,219,292

Net Loss -\$109,387



#### **OUR SERVICES**

Comprehensive care to meet your unique needs ... in every moment.



#### **HOME HEALTH CARE**

- SKILLED NURSING
- WOUND CARE
- IV INFUSION
- MEDICATION MANAGEMENT
- NUTRITION ASSESSMENT AND COUNSELING
- MEDICAL SOCIAL WORK
- MANAGEMENT OF CHRONIC CONDITIONS
- PHYSICAL, OCCUPATIONAL AND SPEECH THERAPIES
- WELL BABY VISITS AND PEDIATRIC CARE

#### **HOSPICE CARE**

- EMOTIONAL, PHYSICAL AND SPIRITUAL CARE
- LOSS AND GRIEF SUPPORT
- PAIN AND SYMPTOM MANAGEMENT
- MUSIC THERAPY
- RESIDENTIAL AND FACILITY CARE
- VISITS FROM PROFESSIONAL STAFF AND VOLUNTEERS

#### PALLIATIVE CARE

- FOCUSES ON THE CONVERSATIONS AND NAVIGATION OF SERIOUS ILLNESS
- EMPHASIZES PERSONAL GOALS & SYMPTOM MANAGEMENT

#### PRIVATE CARE

- HANDS-ON CARE SUCH AS BATHING, DRESSING, GROOMING
- NON HANDS-ON CARE SUCH AS LIGHT HOUSEKEEPING, ERRANDS, MEAL PREPARATION
- NURSES, LICENSED NURSING ASSISTANTS, PERSONAL CARE SERVICE PROVIDERS, HOMEMAKERS AND COMPANIONS
- AVAILABLE 1-24 HOURS PER DAY

#### **COMMUNITY PROGRAMS**

- IMMUNIZATION CLINICS
- BLOOD PRESSURE AND FOOT CARE CLINICS
- BEREAVEMENT SUPPORT GROUPS
- HEALTH FAIRS AND COMMUNITY EDUCATION
- ADVANCE CARE PLANNING
- MEMORY RESPITE CARE



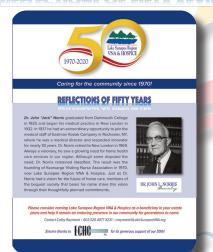
# Celebrating A Milestone:

in January and February of 2020, and our February 2020 Annual Meeting featuring a fascinating 50<sup>th</sup> Anniversary history presentation by Dr. Donald Eberly...followed by the creation of the 50<sup>th</sup> Anniversary logo, a feature article in the fall 2020 issue of Kearsarge Magazine, and a 50<sup>th</sup> Anniversary landing page on our website ... we celebrated the impact, longevity and strength of Lake Sunapee Region VNA & Hospice in so many ways. We would not be where we are today without our amazing community, standing with us every step of the way since 1970!



It was such a thrill when Colby-Sawyer
College selected Lake Sunapee
Region VNA & Hospice to
receive the prestigious
"Community Award" in 2020,
especially in a milestone year.
Sue Stubner (left) presented the
award to Jim Culhane (President and
CEO) and Kieran Kays (2020 Board
Chair) in recognition of our exceptional
engagement with the college.

#### REFLECTIONS OF FIFTY YEARS



Each month in 2020
we featured a full-page
"Reflections" ad in
The Kearsarge Shopper...
as well as ads in other
publications...with stories
and fun facts about
our rich history. It was
a wonderful project!

The 50th Anniversary was a perfect time to reaffirm the core values of Lake Sunapee Region VNA & Hospice. We installed displays of these values at our office...and strive to reflect them in all we do every day!



A beautiful commemorative lapel pin was designed for staff to show their pride and keep as a one-of-a-kind memento.





# 50 Years of Quality Care

Amy Holobowicz/ Halsey family

**Gail Matthews** 

Andi Steel

Tanya Wilkie

Steve and Loa Winter











History Lessons:

We produced video footage featuring five "VIPs" telling us about their experiences, memories and unique roles in the agency's history. These videos now become part of our official archives and will be posted on lakesunapeevna.org. Please take some time to watch...you will learn so much!



50<sup>th</sup> Anniversary commemorative giveaways were given to staff and friends to collect and enjoy



Banners and flags were created to proudly display all year at our offices in New London

50th Year Giving Challenge: While we couldn't hold a

While we couldn't hold a traditional 50th Anniversay Gala in 2020, we still enjoyed amazing support from so many who rose to the occasion and helped us "meet the challenge." If we secured \$50,000 (or more) in new or increased annual gifts in 2020, an extraordinary local philanthropist pledged to give us an additional \$50,000.

And so we did... raising more than \$53,000!







A series of 50th Anniversary radio ads featured staff and special programs, including our 50th Year Giving Challenge and its success.



#### **OUR SERVICE AREA**

Serving all ages in Grafton, Merrimack and Sullivan counties. 24 hours a day, 7 days a week.



## 2020 FACTS OF INTEREST

33,116 Home Care Skilled Visits

> 9,600 Hospice Visits

48,012 Hours of Personal Care

> 545,742 Miles Driven to Provide Care

1,830 Number of Unduplicated Clients

40 Number of Towns Served

#### **Towns Served in 2020**

\*Indicates towns that have budgeted appropriations to support our services.

Acworth	East Andover *	Langdon	Salisbury
Alstead	Elkins *	Lebanon	South Sutton *
Andover *	Enfield	Lempster *	Springfield *
Bradford *	Etna	Lyme	Sunapee *
Canaan	Georges Mills *	Newbury *	Sutton *
Charlestown	Goshen *	New London *	Unity *
Claremont	Grafton	Newport	Warner *
Cornish *	Grantham *	North Sutton *	Washington *
Croydon *	Guild	Plainfield	West Lebanon
Danbury *	Hanover	Rumney	Wilmot *



# Volunteering is a work of heart



While the pandemic sidelined many of our wonderful volunteers due to programs and services being reduced or temporarily suspended this past year, we felt their support and giving spirit every day... and can't wait to bring them back to share their kindness and amazing talents.

The understanding and flexibility of these important members of our team mean so much... thank you all for making us stronger!

# Staffing By the Numbers

1,2,3,4,5,6,7,8,9

#### **OUR TEAM IN 2020**

- 47 Nurses
- **1 Palliative Nurse Practitioner**
- **3 Hospice Physicians**
- 6 Hospice / Home Health Aides
- 15 Physical Therapists
- **7 Occupational Therapists**
- 1 Music Therapist
- 1 Speech/Language Pathologist
- 49 Homemakers/LNAs/PCSPs
- 38 Office / Management
- 4 Social Workers/Spiritual Care
- 77% of staff work out in the field
- 23% of staff work in the office

# **2020 AWARDS**

#### IMAGINE THE POSSIBILITIES STAFF AWARD

Each year one staff member is honored for his/her positive impact throughout the agency, someone who can look at situations from all perspectives in order to achieve shared goals.



LINDA MITCHELL 2020 Recipient

Linda has been a caregiver for LSRVNA for more than twenty years, starting as a Home Health Aide and now an LNA. She makes a difference every day in the lives of clients and their families with her competence, compassion and warmth. Linda shines a bright light in all she does.

#### JOANNE HUGHES VOLUNTEER EXCELLENCE AWARD

This award pays tribute to the exceptional volunteerism of its namesake, Joanne Hughes, co-founder of The Renaissance Shoppe, and the exemplary service shown by the volunteer selected for this honor.



BETSY BOEGE 2020 Recipient

Betsy has been a stellar volunteer since 2002 supporting Hospice, Respite and more. Her dedication, enthusiasm and happy smile make Betsy a beloved member of our team.



#### **OUR SUPPORTERS**

January 1 - December 31, 2020

With appreciation for the kindness and generosity of so many during our milestone 50th Anniversary year.



# MAJOR GIFTS (\$10,000+)

Anonymous
Brown Foundation, Inc.
Buchanan Family Foundation
Jack and Dorothy Byrne Foundation
Jean Dulude
Robert F Faircloth
George and Kristyn Jamieson
The Renaissance Shoppe



# Leadership Circle (\$5,000 to \$9,999)

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County of Sullivan, NH
Daniel and Elizabeth Junius
Gail T. Matthews
New Hampshire

Charitable Foundation Robert and Norah Peterson Estate of Ethel Y. Smith Sullivan County Commissioners United Way of Sullivan County Robert and Tanya Wilkie



# Founders Society (\$2,500 to \$4,999)

Anonymous
Bar Harbor Bank & Trust
Lewis and S. Rosie Greenstein
Walter H. & Hannah H. Webb
Family Foundation
George Quackenbos and Pam Perkins
Paul and Janice Sahler
Daniel and Eleanor Snyder

We apologize for any errors that may have occurred in these listings.
We also recognize the quiet dedication of those who wish to remain anonymous.



# Trustees Circle (\$1,000 to \$2,499)

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Elizabeth Sherrill

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Robert and Charen Urban

Ginni Walsh

Katherine Wilkerson

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Michael and Lisa Wood

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Jeffrey Proctor

Jessica Schreib

Ken Schuster

Deirdre L. Segerson

Joyce Sielewicz

Kay W. Smith

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Thomas and Sandra Stark

Gregory and Patricia Steverson

Patricia H. Stewart

Sunapee Thrift Shop

Stephen and Margaret Theroux

John and Rosa Vernalia

Janie H. Webster

Clayton C. Westland

Scott and Deanna Wilson

Theodore and Elizabeth Young



(\$100 to \$249)

**Anonymous** 

Nathan Ainsworth

William and Margaret Ames

Jay and Edythe Anderson

Andover Snowmobile Club

Walter and Eleanor Angoff

Anne Marie Appel Gibbens

James and Karin Aukerman

Terry Ann Awad

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Janet N. Baker

Robert and Billie Barry

Bruce and Cheron Barton

Brian Becker

Kurt and Caitlin Bednarczyk



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