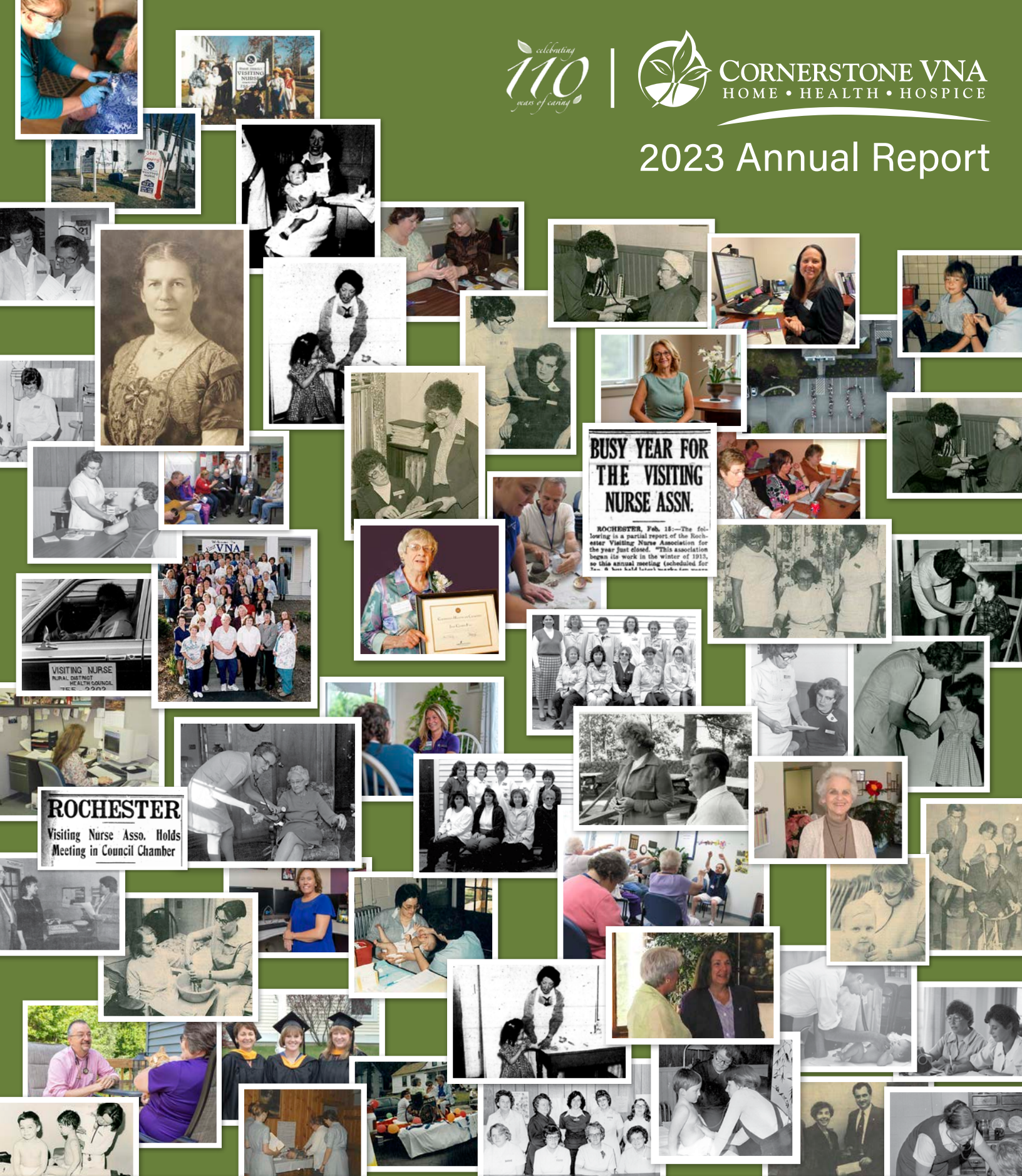


celebrating  
**110**  
years of caring



**CORNERSTONE VNA**  
HOME • HEALTH • HOSPICE

# 2023 Annual Report



## HEALTHCARE HEROES THROUGH HISTORY







I didn't realize how many people out there really need some help, and I can provide that with the training I've had here at Cornerstone VNA.

— Hydi  
Personal Care Service Provider  
Life Care – Private Duty

## Advancing our Mission

I am pleased to introduce you to our 2023 Annual Report and share our successes throughout the year. We made wonderful progress in many of our programs, and we had the most successful giving campaign in recent history (page 13). The support we receive through our fundraising efforts helps us advance our mission in various ways. We can expand our services, support the professional development of our staff, and provide expert care to our patients regardless of their ability to pay.

This year, we increased our focus on providing mental health support, a serious health condition that continues to have limited resources and providers. I am proud of our team's efforts to address the behavioral health needs of our patients and our community (page 3). One of the programs I am passionate about is the Community Palliative Care Program. This is such an important service for patients with chronic illnesses who deserve the best possible quality of life. Currently, Palliative Care is largely underrecognized by Medicare



and insurance companies. As an underfunded program, the support we receive from our donors gives us the opportunity to provide this service and improve the lives of our patients.

I am proud to be a part of Cornerstone VNA as a board member, and as a donor. I strongly believe in the organization's mission and vision, and I know that my contributions support a worthy cause. Thank you for joining me as a member of Cornerstone VNA's donor family. Your generosity and kindness continue to encourage and inspire the dedicated team at Cornerstone VNA.

With Appreciation,

Archana Bhargava, MD, Board Chair

## A Brighter Future for Community Health

110 years ago, in 1913, an organization to be known as 'Rochester's Visiting Nurse Association' was formed in the City Council Chamber. Today, we still appreciate, and celebrate the efforts of Norma Snow, who wanted community members to be able to receive medical care in the comfort of their homes.

Our history continues to be a great source of pride and inspiration. This year we took the time to research our *Healthcare Heroes Through History* (page 4) to honor their efforts and recognize their lasting contributions. There is so much that I value and respect about the people who have shaped this organization, and how they have guided me throughout my career.



I am still in awe of how Cornerstone VNA began, and how far we've come. While some things have changed, such as the growth of technology and specialties to help us provide the most advanced care, many things have stayed the same. A willingness to learn. A willingness to grow. A willingness to change. A willingness to go above and beyond.

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## Cornerstone VNA Board of Directors 2023

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This is my thirtieth year at Cornerstone VNA, and I am honored to be among those who share a passion for our mission. I am proud to work alongside our present and future healthcare heroes and appreciate the tremendous support of our local donors and businesses. Together, we hold the power to shape a brighter future for the health of our communities.

Thank you for being an important part of our history, and our journey forward.

With gratitude,

Julie Reynolds, RN, MSN, President/CEO



*I am proud to be a part of our mental health initiatives to help decrease stigma towards mental health, spread awareness, and shine a light on that dark place.*

– Katie  
Behavioral Health & Matter of  
Balance Coordinator



## Mental Health Matters, Let's Shatter the Silence

### Prioritizing Mental Health Support

I lost my grandfather who was near and dear to me in 2014. He died by suicide. Since his death, I have shifted my focus as a healthcare professional to decrease the stigma of mental health, raise awareness, help others start the conversation, and shine a light on that dark place. I have been a part of the Behavioral Health Team since I started at Cornerstone VNA in 2013. Starting in 2019, I began leading the Behavioral Health Team and since then we have been focusing on mental health awareness and support for our staff, patients, and the community. Our Behavioral Health Team concentrates on staff education, resources, and training. We also plan patient care for those who have mental illness or are going through a mental health challenge. Today, we have 25 members on our Behavioral Health Team, which includes Nurses, Licensed Nursing Assistants, Physical Therapists,

Occupational Therapists, Social Workers, and Chaplains.

In recent years, we've added mental health topics to our Educational Series, a free program for our community members and local businesses. In 2023, I gave more than a dozen presentations to businesses and community groups on topics, such as caring for a loved one with dementia, anxiety, depression, self-care, and stress management. Additionally, I actively attend both Dover and Rochester Mental Health Alliance meetings and events. In 2022, Cornerstone VNA was designated as "A Safe Place" by the Dover Mental Health Alliance. This designation means that we are "a safe, judgment-free space for our employees, colleagues, and customers." In May 2022, I became a certified instructor for Adult Mental Health First Aid, and on average, I coordinate trainings once a month for our staff. This special one-day training is open to the community as well.

In addition to providing mental health support to our patients and the community, we also provide support to our entire team at Cornerstone VNA. I contribute a mental health tip of the month in our employee newsletter, and offer resources, trainings, presentations, and emails regarding mental health topics. My goal is to assist our staff with their own mental health. I want to help them feel comfortable with having a conversation with a coworker or supervisor regarding their mental health needs. I love what I do and will continue to provide the utmost service and care to our community and staff. Your mental health is just as important as your physical health.

Katie Michaud, MS, OTR/L  
Behavioral Health and Matter of  
Balance Coordinator

### Tracey's Story

It's not easy to share my story, but it's important for people to know that they are not alone and can get help.

I have been debilitated by depression and anxiety for years and started seeing counselors at the age of 14. I've had many people unaware that I was hurting. I hid the facts that I was going to psychiatrists and counselors. It even broke up my first marriage. My ex-husband didn't believe in mental health care. My second husband knew about my issues and has been so supportive. He's appreciated the help from Cornerstone VNA also. They've saved my life – physically and emotionally, my body and soul.

Last year, I was receiving care from Cornerstone VNA for some issues with my legs and knees, and there were changes taking place in my personal life

that were causing me a lot of stress and anxiety. It really got to me, and I started thinking about how I could take my own life. My Occupational Therapist, Dana, found me in distress and she wouldn't leave until I could safely get to an inpatient behavioral health unit. I'm grateful for the team at Cornerstone VNA because they did so much to support me during a very stressful and scary time. Dana has been especially supportive with behavioral and meditation exercises. She's also made sure I have the safety equipment I need to keep me from falling and explained special exercises to increase my strength and mobility. She even helped me get a power chair to improve my independence.

Cornerstone VNA has been there for me for over 30 years, starting when my mother needed care. Between my mother and I, we have utilized almost every service and have received the

best care from the Nurses, LNAs, PTs, OTs, Personal Care Service Providers, Social Workers, and Senior Companion Volunteers. They are personable, friendly, and they have always taken good care of us. Whenever someone from the VNA comes to visit me, it really calms me and brings my stress level down. From my physical health to my mental health, the VNA has saved me so many times. I am so grateful.

The additional training Dana and the Cornerstone VNA team receive, especially in behavioral health, really made a difference in my life. Thank you in advance for supporting Cornerstone VNA, so that patients like me can get the care and support we need at home.

With appreciation,

Tracey Cole

*"Mental health is a journey, not a destination. It has been an honor to be a part of Tracey's journey, and I'm grateful for the mental health training I received to guide me. My hope is that Tracey's story will bring more awareness to mental health care in your community."*

– Dana  
Occupational Therapist





Celebrating 110 Years of Our Healthcare Heroes



**1910s** In 1913, **Norma Snow** made her dream of caring for others a reality with the establishment of the Visiting Nurse Association in her community. Thanks to Norma’s leadership as president of the Rochester Women’s Club, and with support from the Ladies Aide of the First Church Congregational, the VNA was founded with an initial grant of \$661.25. Grace L. Reeds was the first visiting nurse and made 1,100 visits in the first year. Visits were paid for on a sliding scale, and more than a quarter were classified as charitable cases. The VNA was first led by Dr. John Bates as President and Norma as Vice President until 1929. Norma became President at that time and remained in this role until her death in 1948 at the age of 85.



**1920s** After World War I and the Spanish Flu Epidemic, the Red Cross continued to make important contributions to the health of veterans and civilians thanks to their visiting nurses. The use of automobiles had

become more common, and the Rochester nurses received a car with support from the Rochester Chapter of the Red Cross. Miss **Clementine Platt**, is mentioned in a 1920s issue of Foster’s Daily Democrat with high praise, “Miss Platt has done most excellent work here, devoting much time and effort and was always willing to answer calls.”



**1930s** By 1933, the Rochester Visiting Nurse Association had been providing much needed services to patients for 20 years. During this time, Mrs. **Celia Young** and Mrs. **Violet Bliskey** were very active public health nurses, going above and beyond to provide care at home as evidenced by numerous news articles published throughout the decade.



**1940s** **Celia Young** and **Violet Bliskey**, who were VNA nurses in the 1930s, continued their work into the 1940s. When Celia Young left in 1944 to bravely serve overseas with the Army Nurses’ Corps, **Evelyn Nelson** joined Violet as one of the city’s public health nurses. By the mid-1940s, the visiting nurses continued to be praised by the local paper, the Rochester Courier. According to an article on June 13, 1946, “In recognition of faithful service and keeping in line with the general

increases of salaries of schoolteachers, City officials and workmen, the Rochester Visiting Nurse Association at its monthly meeting on Tuesday voted to give their two public health nurses an increase of \$50 each for the ensuing year, and a bonus of \$50 each for the year just closed.”



**1950s** **Raymond Conely** founded the Rural District Health Council (RDHC) in 1967, a satellite program of the Portsmouth Rehabilitation Center. The RDHC is an important part of our history, especially since the RDHC merged with Rochester VNA in 2000, which was then followed by a name change in 2013 to Cornerstone VNA.



**1960s** **Barbara Drew**, RN became a registered nurse in the 1940s, and her first exposure to public health nursing began in 1949 when she assumed the dual role of school nurse and visiting nurse for Farmington. Although doing the job of school nurse and visiting nurse sounds like a tremendous amount of work for one person, Mrs. Drew once shared that it was really like having one job. “Through the children, I got to know the families and thus, was better able to provide continuity of care.” In 1965, she joined the Farmington Visiting Nurse Association. When

Farmington joined the Rural District Health Council in 1973, she stayed on as a visiting nurse for that town.



**1960s** **Ardala Houle**, RN began working at the Rural District Health Council in 1972 and became the Executive Director in 1977. Ardala continued in her leadership role until the early 1990s and was an unwavering voice for advocating for high-quality health care at home.



**1980s** **Jane Cooper Fall** stepped into the role as President of the Farmington VNA in 1970 and proudly served in this position until 1988 when the Farmington VNA decided to merge with Rural District Health Council (now Cornerstone VNA). Jane had a deep commitment and passion for the VNA, as well as a strong interest in preserving its history. Jane founded a special community event in 1986 at Frisbie Memorial Hospital called Lights of Love. In 2020, Cornerstone VNA was gifted the honor of carrying on this annual holiday tradition.

**1990s** **Charlotte Klaubert** first became involved with the VNA when she was appointed by the Selectmen in Northwood to serve on the Board



of Directors in July of 1996. In her first year on the board, she founded and chaired a Volunteer Advisory Committee and then spent the next 15 years as a volunteer, devoting a significant amount of time to ensuring the success of the newly established volunteer program.



**2000s** **Linda Hotchkiss**, RN, BSHMP, MHA served as the CEO of Cornerstone VNA for 23 years. Over more than two decades, the scope of services and geographic area grew significantly, along with regulatory changes and challenges. Linda was instrumental in leading the merger of Rural District VNA and Rochester VNA in January 2000, and guided the organization during the construction and move to the VNA’s current location on Farmington Road in Rochester.



**2010s** **Julie Reynolds**, RN, MS began her nursing career in 1979. She initially found her home in home care in 1987, and then began working at Cornerstone VNA in 1994. She became the CEO of Cornerstone VNA in 2013, during the organization’s centennial year.

Cornerstone VNA is fortunate to have Julie’s passion and leadership. Under her tenure as CEO, the organization has experienced tremendous growth. Her dedication has earned Cornerstone VNA several accolades and has helped position the organization for continued success.



**2020s** 2020 was a historical year, not only for Cornerstone VNA, but for the world. The COVID-19 pandemic became a reality for our region in early March 2020, and thanks to our emergency preparedness efforts, we were well-prepared to weather this unprecedented public health crisis. We will forever be grateful for our **Pandemic Healthcare Heroes**. Thanks to the support and dedication from staff, board of directors, volunteers and donors, we worked together to be there for each other, our patients, and the community.

Julie Reynolds, RN, President/CEO shares, “Thank you to our healthcare heroes who were there for us throughout the pandemic and who continue to shine by providing the very best care to our patients. Although we are still in the first half of the 2020s, we have experienced an incredible number of challenges and successes. Seeing how we navigated the pandemic and all we’ve accomplished in this decade to date gives me great hope for the future of this organization and for home healthcare services.”



Mission Moments

“Mission Moments” are stories shared by our staff and volunteers, and words of gratitude from our patients, families, and caregivers. We are happy to share these touching and meaningful mission moments from each of our programs.



Hospice Care

“This year, I had the privilege of caring for a Hospice patient who was faced with many obstacles. Unfortunately, he did not have any insurance, but we were able to care for him and provide additional support thanks to the generous contributions we received this year from our wonderful donors. Also, since he didn’t speak English, he relied on his son to translate for me.

In Hospice Care, our goal is to make our patients as comfortable as possible and to think of creative ways to address their needs. For example, he had pancreatic cancer and eating solid foods was making him sick to his stomach.

Palliative Care

I can’t say enough good things about the Palliative Care program at Cornerstone VNA and my nurse practitioner, Erin. It is the best thing I could have done. I have Chronic Obstructive Pulmonary Disease and I am now on oxygen 24/7. For the past year, Erin has been visiting me at my home to help me manage my symptoms and my medications. She really takes her time and explains everything so well.

I don’t think people really understand the benefit of Palliative Care. I think

Home Care

Dear Karen [Rehab Manager], I simply wanted to express my sincere thanks for having such wonderful therapists on your team.

After having a total hip replacement, I had the pleasure of working with Allyson Alexander and Cindy Gallant. Their professional caring attitude and knowledge made me feel as if I were the only person they have ever had to work with. Their patience with answering questions and providing hands-on

The only thing that he could tolerate was drinking clear Ensure, which we were able to supply for him during the three months he was on services with us. Since he didn’t have insurance, we organized getting him a hospital bed and a commode, so that he could remain safe and comfortable at home with his family.



they often panic and think it means that they are ready for hospice, but that’s not the case. Through Palliative Care, Erin has helped me manage my chronic illness so that I can have a better quality of life and be more comfortable. She even keeps in touch with my primary care doctor and other health care providers so that everyone is kept informed about my care.

The experience has been terrific, and I am grateful to have the support of this wonderful program.

– Joan Chesnel

guidance with my Home Exercise Program was truly impressive. At no point in time did I ever feel rushed, hurried, or pressured. The approach they utilized in working with me made me feel totally comfortable.

Again, you must feel blessed to have such dedicated therapists on your team – please extend my sincere thanks to them. – P. G.

Pictured on the left is our team of Home Care Physical Therapists.

At the end of his life, he was too sick to play with his young teenage daughter, so we were able to purchase a jewelry-making kit to help her stay busy and entertained during the summer months. One of his favorite things to do was to relax with his family down by the local town beach. Knowing this was a special activity for him, I was able to organize an outing for him down to the lake. I found a spot that was easy to get to by wheelchair and set up a hammock for him so that he could relax and watch his children play in the water one last time. It was an honor to support him during his end-of-life journey and help create some special memories for him and his family.” – Kristie Bonyman, MSW, Hospice



Erin Cullen, Nurse Practitioner and Joan Chesnel, Palliative Care Patient.

Life Care – Private Duty

Our team continues to provide exceptional care at home to help older adults age in place for as long as possible. Our team includes LNAs, Personal Care Service Providers, Homemakers, and Companions, who offer a variety of services to support individuals who need some extra support to live safely and independently at home. We received this wonderful note, which highlights the important care provided through our Life Care – Private Duty program.

“To the Life Care Team, Your compassion and empathy throughout this long arduous journey have been of great comfort to me. Your

Community Care

Supporting our community lies at the core of our mission, and we take great pride in sharing our expertise and resources to enhance the health and well-being of our neighbors and friends. Throughout this year, our dedication to this cause has been evident through many endeavors. We joined forces with the Dover Housing Authority for two events, where our wellness nurse and



professional expertise allowed me to let go of some of the burden of care, often allowed for some much-needed respite time and supported me through this emotional roller coaster. Your commitment to my family resounds with comfort during my grief of my parents passing, and I think I cannot thank you enough.”



members of our rehabilitation team provided support to residents.

In the Fall, we were fortunate to receive six sessions of “Community Drumming for Wellness” from Annie’s Angels. Participants in these popular sessions were treated to a unique and unforgettable experience led by Randy Armstrong, a seasoned professional musician.

Our commitment to community outreach continued throughout the year, emphasized by our free Educational Series presentations, ‘A Matter of Balance’ classes, and monthly Wellness Clinics held across 18 different locations. Additionally, we continue to collaborate with three local libraries in Farmington, Dover, and Strafford to host monthly Caregiver Cafés, featuring presentations from our clinicians as well as community resources on caregiver timely topics as well as projects from Arts for Angels. During Family Caregiver Month in November, we extended our reach by hosting three “pop-up” Caregiver Cafés at libraries in Wolfeboro, Hampton, and Newington.

Awards

We Honor Veterans, Level 5

Best of the Seacoast:

Best Home Health Care, Winner

Best Place to Work, Finalist

Erin Cullen MSN, APRN, AGACNP-BC  
Best Nurse Practitioner, Winner

Christine Dumont, CPNP, AGNP-C  
Best Nurse Practitioner, Finalist



Spirit of NH Volunteer Award,  
Catherine Smith, Music Volunteer

Rochester Citizen of the Year Award,  
Jackie Fitzpatrick, CVNA Board Member

Strafford County Older Adult Award  
NH State Commission on Aging,  
Susan Gaudiello, CVNA Board Member

Cornerstone Awards  
Stella Marcotte and Rinda Madden



Cornerstone VNA Nightingale Award  
Jeff Mitchell, RN

Cornerstone VNA LNA of the Year  
Jayme Thibeault, LNA





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Laura Bund  
Larry Richburg  
*In memory of Michael Ripberger*  
Helen Doane  
Serenity Chapter,  
Order of the Eastern Star  
*In memory of Ned Rivers*  
Joanne Rivers Bye  
*In memory of Della Rollins-Brake*  
Steven Brake  
*In memory of Thomas Roth*  
Jack and Susan Slosky  
*In memory of Joan Russell*  
Tia Fechter  
Ellen Horne  
Jane Sherwood  
Pauline Thibault  
*In memory of Linda Sadowski*  
Ruth and Harvey Maibor  
*In memory of James Sanderson*  
James and Elizabeth Chongris  
*In memory of Virginia Glidden Scarponi*  
Dick Scarponi  
*In memory of Richard Schena*  
Mary Padgett and Joe Brennan  
Vincent Zizza  
*In memory of Edward Schmidt, Sr.*  
Carolyn Duffley  
*In memory of Rodney Sleeper*  
Rosa Barnhart  
Farm Credit East  
Linda Foley  
Analee Gould  
Kenneth and Lorraine Rodgerson  
*In memory of Loran E. Smith*  
Charles DiPrizio  
*In memory of Charles Smith's Birthday*  
John and Teri Davidson

*In memory of Barbara Ann Stevens*  
Nichole Danforth  
Pam Dugas  
Christine Eaton  
Maureen Greene  
Rita Herlihy  
Mark and Mary Rutherford  
NCS Global Services LLC  
*In memory of Norma Stewart*  
Joyce Chester  
Anonymous  
*In memory of Carol Sullivan*  
Stephen Marcotte  
Audie and Kris Nadeau  
Janice Page  
Kelly and Thomas Rocheleau  
*In memory of Clara Terry*  
Elizabeth Howe  
*In memory of Madeleine Tillery*  
John Tillery  
*In memory of Pauline Torr*  
Ralph Torr  
*In memory of Carmel Trepanier*  
Cris Hersom  
Donna and Fred Roberts  
Jennifer Schelly  
Jeanne Trepanier  
Raymond and Marilyn Tucker  
Sharon Woodward  
*In memory of Mrs. Hilda Tucker*  
Raymond and Marilyn Tucker  
*In memory of Harris Twitchell*  
Charlotte Twitchell  
*In memory of Myra E. Wasserman*  
Gary Wasserman  
*In memory of Theodore Willard*  
Linda Willard  
*In memory of David Wims*  
Stacy Fraser  
Hannaford, Ossipee  
Aurelie May

**In-Kind**  
Throughout the year we received many in-kind donations to support special events as well as patient and staff needs. In 2023 we received in-kind gifts from more than 30 generous individuals and businesses. Our sincere thanks for their kindness.

**Kiddie Cornerstone Fund**  
Paul Drager  
Betty John

**Century Circle**  
Stephanie Eno - in memory of Hubert "Budd" Sloat  
Ralph Torr - in memory of Pauline Torr

**Pet Peace of Mind**  
Candee Cundy  
Tina Narciso  
Pet Supplies Plus - Somersworth  
Woof

**New Norma Snow Legacy Society Members**  
Irene Creteau  
Judy Goodnow  
Kenneth J. Hynes

**Grants**  
Ann de Nicola Trust  
Foundation for Seacoast Health  
Greater Rochester Community Health Foundation  
New Hampshire Charitable Foundation  
WorkInvestNH

**Town Funding**  
City of Portsmouth  
City of Rochester  
City of Somersworth  
Town of Acton  
Town of Barrington  
Town of Berwick  
Town of Farmington  
Town of Lee  
Town of Middleton  
Town of Milton  
Town of New Durham  
Town of Northwood  
Town of Nottingham  
Town of Rollinsford  
Town of Strafford  
Town of York

Thank you to all our *Lights of Love* event donors.

See page 13 for our 110 Giving Campaign Donors.

We apologize for any misspelled or omitted names. We are truly grateful for every gift. If you have discovered an error, please contact philanthropy@cornerstonevna.org so that we may update our records.



Special Events

37th Annual Lights of Love

For over three decades, Lights of Love has flourished as a special community gathering, thanks to the dedicated efforts and visionary leadership of the late Jane Cooper Fall. Jane served as the driving force behind Lights of Love, providing a platform for community members to pay heartfelt tributes to those who have positively impacted their lives. In 2020, Cornerstone VNA was gifted the opportunity to continue this beautiful holiday tradition, but due

to the pandemic, Lights of Love was creatively transformed into a virtual event for several years. On December 6, 2023, Cornerstone VNA proudly returned Lights of Love to an in-person event, which was held at the First United Methodist Church in Rochester.

Our event attendees enjoyed a special program filled with music by the Choir of the First United Methodist Church and The Witherell Bells. In total, 242 people remembered, honored, and celebrated over 950 loved ones.

Thanks to these special tributes, and additional donations, Lights of Love raised more than \$8,200 to support Cornerstone VNA programs with the greatest need.



Caregivers Connect

In May, our 7th annual Caregivers Connect event was held in person at the Comfort Inn in Dover for the first time since the pandemic. Thanks to continued sponsorship from First Seacoast Bank, attendees enjoyed a special presentation from Vicki Kirby,



APRN, of Victoria Kirby Wellness, who spoke about “Creating Calm & Fostering Resilience.” Vicki’s goal was to help caregivers rethink and reinforce self-care in a way that was attainable, meaningful, and most of all simple. 40 caregivers were in attendance and each caregiver received a gorgeous handmade quilt from Cocheco Quilters Guild.

“Thank you so much for organizing the Caregiver conference! I loved the guest speaker because she was so affirming, gentle, and encouraging! She also gave really helpful, high-level and doable suggestions. I was so glad that I went.



The quilt gift really touched my heart. As a caregiver, I often don’t feel seen or appreciated let alone receive a quilt!”

“Thank you for welcoming me and supporting me so much at the event. As much as I was able, I tried to enjoy the camaraderie and was very interested in the presentation.”

Virtual Hospice Memorial Service

We continued to host our Spring and Fall Hospice Memorial Services virtually, lining our Memorial Garden pathway with colorful butterflies, bearing the name of each patient. Families were invited to watch a recorded memorial service and were welcomed to visit our special garden. We are grateful to receive such touching messages from our Hospice families:

“Both my parents passed in June. You cared for them, comforted me throughout the years, and patiently guided me every step of the treacherous road. What a blessing to have such comfort from those who so lovingly

cared for them. What an unexpected and welcomed gift you presented in this celebration of life. I will treasure this in the months to come and be comforted again and again by your outpouring of compassion. The butterflies have found their home among the dried flowers from



their funerals arranged in one of my mother’s favorite vases. Thank you, from

the bottom of my shattered heart as your care and concern continue to mend the shards.”



“Thank you for all your wonderful care and aftercare during my husband’s last weeks in April. We were so grateful to you all. Thank you for this special service - such a lovely thing to do.”

110-Year Celebrations

In January, Cornerstone VNA turned 110 years old, an important milestone in our organization’s history. Throughout the year we recognized and celebrated our anniversary in a variety of ways.

Each month, we recognized a “Healthcare Hero Through History” from each decade with a monthly blog post series, starting with our founder Norma Snow in January, and ending with our Pandemic Heroes in December.



In April, we hosted a special donor appreciation event at the Rochester

Performance & Arts Center, where we celebrated our anniversary and honored our 2023 Cornerstone Award winners, Rinda Madden and Stella Marcotte. Rinda Madden worked at Cornerstone VNA for many years before retiring from her position as Home Care Team Manager in 2016. Since retiring, Rinda has remained closely connected to Cornerstone VNA and has supported various initiatives and specialty programs. Since 1990, Stella Marcotte has cheerfully worked behind the scenes to support our office staff and field staff. Stella continues to volunteer every week, and with her fast hands, she quickly completes any task she’s assigned.

Throughout the year, we also hosted three Chamber Business After Hours events in Wolfeboro, Dover, and Portsmouth. It was a great way to celebrate our 110 year anniversary with community businesses, which continue to support our programs and services.

On September 12 (with 110 days left in the year), we launched our 110 Giving Challenge. Our goal was to get 110 donors in 110 days, and the challenge was boosted by an \$11,000 match from our generous friends at FedPoint. We also received another \$5,000 match from an anonymous donor, for a total of \$16,000 in matching funds. The 110 Giving Challenge was our most successful mail campaign and exceeded our expectations! We received 162 donations from 158 donors and raised over \$36,000 (page 13). We are grateful for the generosity and kindness of our donors. All donations received through this challenge are supporting uninsured patients, as well as our programs with the greatest need.



Volunteers

Circle of Caring Volunteers

Our volunteers never cease to amaze us with their unwavering dedication to advancing our mission. With a diverse array of volunteers—11



distinct types, to be precise—we witness their boundless creativity,

steadfast commitment, compassionate companionship, and infectious energy as they uplift our office, our patients, and our local communities all year long.

Awards

Some highlights this year include Catherine Smith, who received a



Spirit of NH Volunteer Award for her wonderful contributions as a Music Companion Volunteer, Jackie Fitzpatrick, Board Member, who received the Rochester Citizen of

the Year Award, and Susan Gaudiello, Immediate Past Board Chair, who was honored with the Strafford County Older Adult Award from the NH State Commission on Aging.

Lucy, our Pet Therapy Dog, achieved certification as a therapy dog after more than a year of special training. Along with her owner and Holistic Disciplines Manager at Cornerstone VNA, Maureen Steer, Lucy now lends her compassionate presence and unwavering support to Hospice patients and their families.

Thank You, Volunteers

Today, our volunteer team includes over 55 caring individuals who share their time and talent with us. We are incredibly lucky!



Facts and Figures

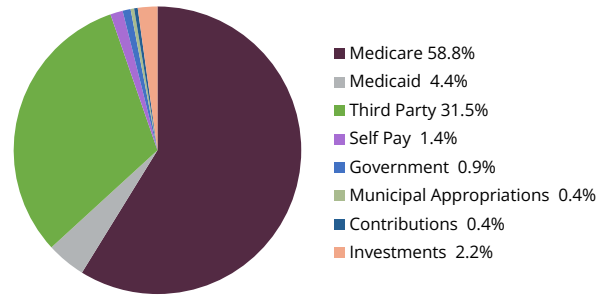
Program Statistics

	Patients	Visits
Home Care	3,874	
Skilled Nursing		25,891
Physical Therapy		19,200
Occupational Therapy		8,889
Speech Therapy		614
Medical Social Worker		1,519
Licensed Nursing Assistants		2,561

	Patients	Visits
Hospice Care	589	16,469
Palliative Care	548	1,816
Life Care - Private Duty	191	4,752
Community Care	851	171

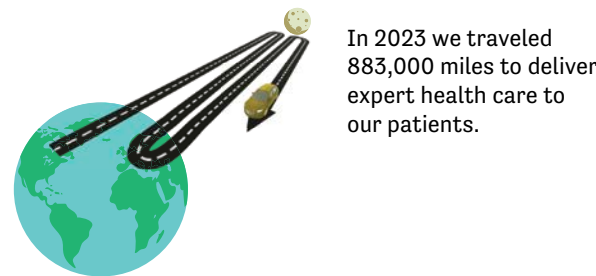
Additionally: more than 300 Community Outreach and Networking activities, Educational Programs, Matter of Balance Programs, and Monthly Caregiver Cafés.

Revenue by Source



Did you know ...?

3.7 times to the moon

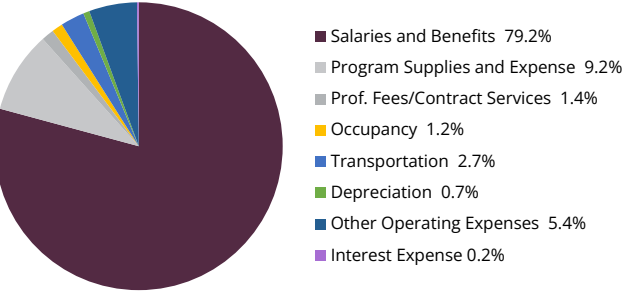


5,289 hours of volunteering



including Board of Directors, Office, Companion, Pet Therapy, Caregiver Café, Balance Coach, Event Volunteer hours. This number also includes an impressive 1,397 hours of Hospice volunteer commitment.

Operating Expenses



53 new certifications



In 2023, 45 different employees received 53 certifications. We currently have 70 employees who hold 110 medical specialty certifications. The total number of staff in 2023 increased from 171 to 178 employees.

5 stars for veteran care



2023 we achieved the 5-star level as a hospice partner of the National Hospice and Palliative Care Organization’s “We Honor Veterans” program. We are proud to be one of only three Visiting Nurses Associations in the country to accomplish this highest level.

Thank You to Our 110 Giving Challenge Donors

To celebrate our 110th year, we launched a special campaign – the 110 Giving Challenge. Our goal was to get 110 donations in the last 110 days of 2023! To add excitement to our giving challenge, we received a \$11,000 match from our friends at FedPoint and a \$5,000 match from an anonymous donor. The 110 Giving Challenge was our most successful mail campaign and the generosity exceeded our expectations. Thank you to more than 150 donors who helped us raise over \$36,000 to support uninsured patients and programs with the greatest need.

Jim and Meg Baker	Jacqueline Fitzpatrick	Glenn and Ronda Lepene	Julie and Dave Reynolds - in honor of All the amazing staff at CVNA throughout history that have made us who we are today!
Carlene Barous - in memory of Margery R. and Roger S. Barous	Marcia Flinkstrom - in memory of Beverly & Richard Nyman	Richard Lepene - in memory of Joyce Lepene	Joanne Rivers Bye - in memory of Ricky Rainville
Joseph and Anne Behre	Vincent Flynn - in memory of Nancy L. & Vincent III Flynn	Carol and Robert Lundgren - in honor of Erika K. Lee	Donna and Fred Roberts
Christopher Betjemann, MD	Rebecca Ford	Tina and John Maiorino - in memory of Linda Sunderland	John and Patricia Roese
Archana Bhargava	Frederick Fowler	Robert and Ann Malin - in memory of Donna Malin	Deb Romaniak - in memory of Dave Romaniak
Joyce Bickford - in memory of Donna Merrow	Patricia Frisella	Barbara Marsh Trust	Thomas Rowell
Maryann Biedak	Adele Garvin	Barbara Marsh	Karen Rowland
Grace Birch - in memory of Arthur C. Birch	Brian Gasbarro	John and Dottie McLain - in memory of Chester Moulton & Effie McLain	Therese Sanfacon
Jim and Cynthia Bisbee - in memory of Marjorie Varney, Former VNA President	Susan Gaudiello	Martha Jane McLaughlin	Nancy Santoro and Patrick Cyr
Steven Brake	Wally Gillis	Mary Medzela	Dick Scarponi - in memory of Virginia Glidden Scarponi
Catherine Britton	Peggy Girard	Deborah Melitus - in memory of Barbara Brunelle	Steve Scarponi - in memory of Virginia Glidden Scarponi
Priscilla Burke	Judy Goodnow	Philip Miller - in memory of Donna Miller	Dennis Schafer - in honor of Joann Schafer
Jack Burridge	Fred and Bobbie Goodrich - in memory of Ada & Bob Hess	Gail Minschwaner - in memory of Phillip Minschwaner	Leslie Searfoss
David Caissy	Marjorie Grant	Susan Moakley	Virginia Shea
Dorothy Caler	Mary and Eugene Green	Marjorie Mohr	Michelle Short
Jackie Callan - in memory of Connie Stone	Richard Green	Thomas Moore - in memory of William “Bill” Moore	Janet and Bob Smith
Sue Campbell and Denise Houde	Marion Hamm - in memory of All the people you folks help!	James Moss	Theresa Snook
Daniel and Joyce Cappiello	Ruth Henderson	Matt and Cacidy Mowry	Jeanne Spurlin
Mike’s Mowing & More LLC	Hesler Family Fund	Tina Narciso	Marilyn Staff
Mary Carter	Mike’s Mowing & More LLC	Frank Natalino	Allen and Susan Adams Swann - in memory of My Aunt, Jane Cooper Fall
Don and Joan Chesnel	Pam and Dan Hubbard	Catherine Nickerson	Jayne Thibeault
Rachel Cohee - in memory of Barbara “Mouse” Lemery	Everett Huckins - in memory of Anita M. Huckins	Deborah O’Connor	John Tillery - in memory of Madeleine Tillery
Sue Companion - in memory of Joyce Minicucci	Maryellen Hurley - in memory of Jerry Kelly	R. Casey O’Kane	Ruth Todd - in memory of Gerald L. Todd, Jr.
Austin Cornish	Joanne Janelle	Ann Pace	John and Ann Walsh
Beverly Corriveau	Betty John	Zackery and Joanne Pallas	Dwayne Watson
Susan Cosgrove	Jill Johnstone	Jo Ann Pearson	Arlene Welch
Sharon Daudelin - in memory of Hal Daudelin	Peter Jordan - in honor of The hard working men and women in billing.	Judith Pearson - in memory of Tom Pearson	Kate White
Laura Davie	Marie Kauten - in memory of Joseph M. Kauten	Art Pelletier - in memory of Eileen G. Pelletier	Lynn and Tim Williams - in memory of Pauline Torr
Louine Deegan - in memory of Peter Deegan	Stewart Keefe	Ericka Pine - in memory of Pauline Andersen	Nancy Yates - in memory of William A. Yates
Gina DeNuzzio	Ruth Kletnick	Piscataqua Savings Bank	8 Anonymous Donors
William Dewhirst - in memory of Edna A. Dewhirst	Marianne Lake - in memory of John F. Lake	Deborah Plante - in memory of Bibian A. Plante	7 Anonymous Donors - in memory of Bill Beckett, Jane Marshall, Thelma Briggs, Ennis J. Hassett, Fred Mergendahl, Robert A. Peaslee, Bob Wiggin & Stacey Dion
Phyllis and Prisco DiPrizio	Jerrine Larochelle - in memory of Connie McAllister	Kim Plante	
Kristina Domini-Deyesso	Wilfred Larochelle	Richard and Rachel Poulin	
Melanie Dupuis	Glenna and George Law	Sandra Pratt	
Erin Ellis	Law Offices of Stephen C. Brown, P.L.L.C.	Sheila Rainey	
Jeanne Emerson - in memory of Janet E. Post	Katie LeBlanc	Barry Reynolds	
Jeanne Emerson	Ed Leclerc	Dorothy Reynolds - in memory of Charles Reynolds	
Mark Farrell	Erika Lee - in honor of The Cornerstone VNA Team		
FedPoint USA			

Why we give to Cornerstone VNA	Norma Snow Legacy Society	Hospice Memorial Fund
“It always feels fulfilling to support Cornerstone VNA so that they may continue to deliver important, impactful services to our communities!”	Make a lasting commitment through a will, trust or other planned gift.	Support our Hospice patients and their families when they need it most.
Brian Frankenfield, FedPoint, Director of Digital Platforms, Executive Sponsor Community Giving	Century Circle	Kiddie Cornerstone Fund
	Boost the professional development of our staff by pledging \$1,000 or more over a 5-year period.	Bring smiles to our youngest patients to promote hope and healing at home.



**Cornerstone VNA is proud to provide home, health and hospice care to people of all ages.**

**We are a nonprofit organization and our mission is to promote the optimum level of well-being, independence and dignity of those living in the community by providing trusted, compassionate and expert health care.**

**You always have a choice in your home health and hospice care provider. Be sure to ask for Cornerstone VNA by name for your healthcare needs at home. It is our privilege to be here for you and your family.**



Erica Seawards, RN, BSN, CRNI, Field Clinical Leader, Home Care

## Service Area



### NH Towns:

Alton  
Alton Bay  
Barnstead  
Barrington  
Brookfield  
Center Barnstead  
Center Ossipee  
Center Strafford  
Dover  
Durham  
East Rochester  
East Wakefield  
Effingham  
Farmington  
Gonic

Greenland  
Hampton  
Hampton Falls  
Lee  
Madbury  
Middleton  
Milton  
Milton Mills  
New Castle  
New Durham  
Newington  
Newmarket  
North Hampton  
Northwood  
Nottingham

Ossipee  
Portsmouth  
Rochester  
Rollinsford  
Rye / Rye Beach  
Sanbornville  
Seabrook  
Somersworth  
Strafford  
Stratham  
Union  
Wakefield  
West Nottingham  
Wolfeboro  
Wolfeboro Falls

### ME Towns:

Acton  
Berwick  
Eliot  
Kittery  
Kittery Point  
Lebanon  
North Berwick  
Sanford  
South Berwick  
Springvale  
York  
York Beach  
York Harbor



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[www.cornerstonevna.org](http://www.cornerstonevna.org)

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