

Mount Washington Valley
Adult Day Center



2020 - 2021 ANNUAL REPORT

*Your loved one
enjoys the day.*

*You have
peace of mind.*



FOUNDED AND OPERATED BY THE BETTY C. KETCHUM FOUNDATION



Trustees Message

Commitment.

More than any other word, it is commitment that propels the story of the Mount Washington Valley Adult Day Center. How else to explain the determination and resilience of a young organization that has overcome such overwhelming odds and emerged today stronger and better equipped than ever to carry out its mission?

We are enormously grateful for the dedication of our staff, those compassionate, professional team members who provide daily care and respite for individuals and families in need. They have never wavered in their commitment to our shared vision and have weathered the incredible challenges brought on by Covid closings and restrictions placed on our operations. They are the unsung heroes behind our success.

We feel the same deep appreciation for our generous donors and amazing volunteers who have supported us through this most difficult time. Without their contributions of time and money we would not have been able to survive. Their commitment to our shared mission gives us renewed energy to carry on.

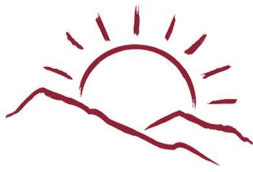
As Trustees of the Betty C. Ketchum Foundation we embrace our responsibility to ensure the Adult Day Center will continue to provide compassionate care to older adults with dementia, Parkinson's disease and other age related ailments as well as confident respite to their caregivers. We understand the enormous difficulty families face as a loved one's health declines beyond their ability to cope. We know this because we have lived it ourselves. Our commitment springs from our having experienced the same devastating impact of caring for a loved one 24/7. It is a powerful motivation and you have our sincerest assurance that we are committed to making the Mount Washington Valley Adult Day Center a jewel of our community today, tomorrow and for generations to come.

As you read this first ever Annual Report, we hope you can continue your generous support of our mission and see the impact you make in the lives of our guests and their families. We've included some of their stories in their own words so that you can see why we are privileged to serve such a grateful community.

Sincerely,

L-R Norman Cloutier, President;
Rachel Andrews Damon, Trustee;
Wayne Grenier, Trustee;
Susan Staples Smith, Secretary
Stephen Woodcock, Treasurer





Message From Lynn

As I sat down to write this message, I took a moment to reflect back on my short 8 months at the ADC. I recall challenges of the pandemic and the grace and professionalism with which we faced those challenges. I think of all of the wonderful guests and their amazing and supportive families that we have the pleasure of working with each day. I think of the Board of Trustees and how they have worked behind the scenes to guide and strengthen our work. I think of our donors and benefactors and how, despite the challenging economy, offer financial support. I think of all the support from those in this community and how, as a community, we have come together through many challenges.

Then I look at today. I look at the responses from our satisfaction survey. I am filled with a tremendous sense of pride, as it confirms that you see what I see each and every day. We provide high quality programs (96% responded good or excellent), the staff are respectful and courteous (100% agree or strongly agree), the staff are attentive and competent (96% agree or strongly agree). Most importantly, 96% would recommend the MWVADC to others, for that is the greatest compliment that we can receive.

The respite that families receive is helpful to our caregivers, "it's a life saver for me!" Caregivers are "happy to see that [my loved one] is getting pleasure from the structured time and setting" and they have "peace of mind knowing my loved one is safe." Some of the most heartwarming comments include "my [loved one] loves it and the staff", "you all do an outstanding job and we are so fortunate to have your services", and "I appreciate how the ADC goes above and beyond for us!"

And we hear your struggles and suggestions. We are looking at ways to increase our transportation to those who need it, and we are actively working to improve communication.

Then I look to the future, and I am filled with a strong sense of optimism. I know that as we will soon settle into a new post-pandemic "normal", we will again be able to see everyone's beautiful smiles, we will be able to meet new friends and serve more families, we will be able to welcome younger volunteers and visitors back through our doors, and many other things we easily took for granted a couple of years ago.

I am looking forward to the future at the ADC, striving to consistently provide exceptional care to those who attend and confident respite for families. I am looking forward to the future with you.

Very Sincerely Yours,

A handwritten signature in black ink that reads "Lynn Coyle".

Lynn Coyle MM, MMT, MT-BC
Director/ Administrator





who we are...

We've been incredibly fortunate to have had many dedicated professionals serve on our team since our opening. We'd like to introduce our current team and our alumni.



Lynn Coyle
Director/Administrator



Karen Albert
Director Community Relations



Jennifer Sanborn
Office Manager



Debbie Meader
Program Manager



Devon Ames
Administrative Assistant



Pat Thorney
Staff Nurse, R.N.



Jenny Hagerty
Staff Nurse, R.N.



Katie Malia
Staff Nurse, R.N.



Evan Fritz
Maintenance/Facilities
Guest Assistant



Sandra Layne
Guest Assistant



Anne Ranger
Guest Assistant



Amanda Allard
Guest Assistant



Sue Ruka
Former
Administrator



Michael Wilson
Former Office Manager



Julie Irish
Former Guest Assistant



Julie Anne VanDyne
Former
RN Coordinator



Anna Alocco
Former Program
Manager



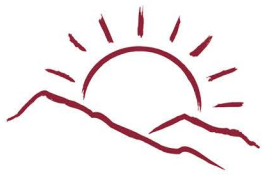
Lisa Charrette
Former Staff Nurse



Julie Monteiro
Former Staff Nurse



Kim DuBois
Former Staff Nurse



what we do...

Our mission: To provide exceptional compassionate care and companionship to older adults with degenerative conditions or dementia challenges and to provide their family and caregivers confident respite.



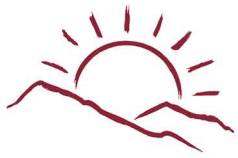
How we care: We host guests in our safe, comfortable and spacious facility that is specially designed for the needs of those with a variety of diagnoses including Alzheimer's disease, Parkinson's disease, and other related conditions. Our dedicated and professionally trained staff treat everyone with dignity and respect at all times. We provide individualized social, therapeutic and recreational activities that bring joy to our guests and give them a reason to get out of bed in the morning and join others for a day of fun and relaxation.



Who we support: Caring for a parent, spouse, family member or friend can be both rewarding and exhausting. Having to go to work, attend an appointment, shop for groceries or simply take time for yourself can be impossible when caring for someone 24/7. Adult day care is the perfect answer and the Mount Washington Valley Adult Day Center is here to help.

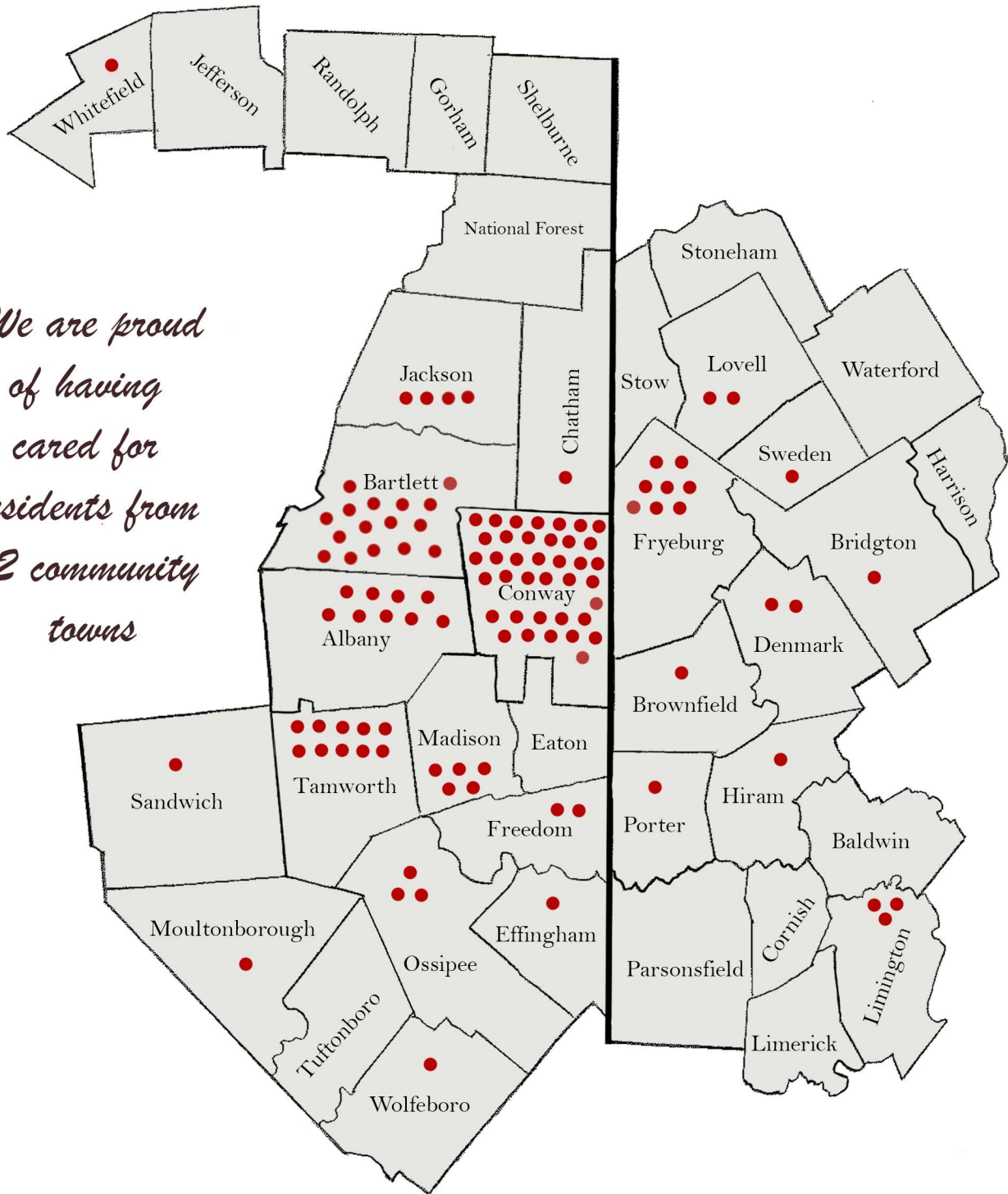


What we dream: We envision a community where individuals with life altering diagnoses can age in place in the comfort and familiar surroundings of their own homes. We believe that creating a safe, comforting setting that overcomes isolation and restores social relationships can make our lives richer and more fulfilling.

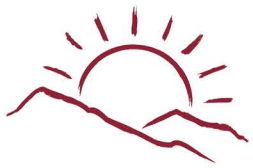


where we help...

*We are proud
of having
cared for
residents from
22 community
towns*



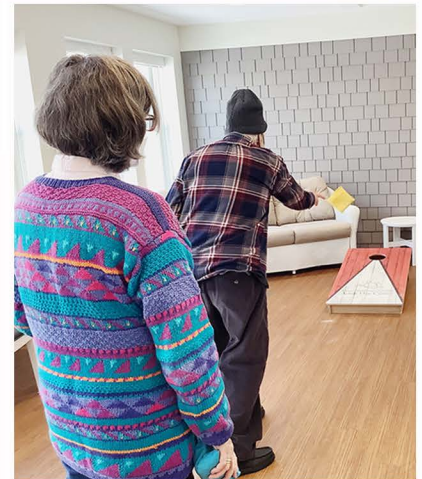
GUESTS & FAMILIES SERVED



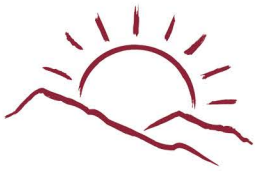
our volunteers...

We are truly fortunate to have such amazing volunteers, sharing their time, their energy, their talents, their interests, their kindness, their compassion, and themselves with our guests. Our volunteers have added so much to our programs and we are grateful for every one.

- Jeanne Allen
- Darlene Bailey
- Jennifer Barriere-Kenney
- Louise Burns
- Candy Chaplin
- Dorothy Coman
- Bob Cottrell
- Jessica Dellavalla
- John Dellavalla
- Joseph Dellavalla
- Molly Dellavalla
- Josh Drew
- Katelynn Gierlinger
- James Gore
- Peter Heimlich
- Nan Ippolito
- Michelle Keenan
- Nancy Jean King
- Richard Laracy
- Chris Lewey
- Frank McCarthy
- Lori Mills
- Melody Nester
- Susan Nichols
- Sharon Novak
- Allison Purnell
- Marsha Skalberg

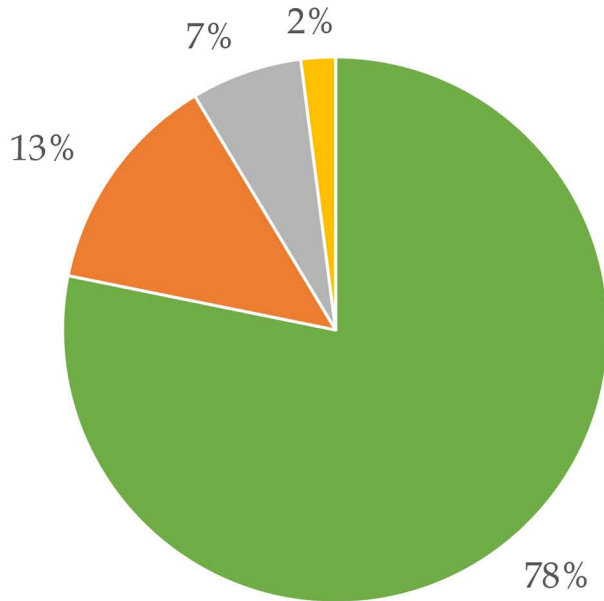


"Volunteers don't get paid, not because they're worthless, but because they're priceless." ~ Sherry Anderson



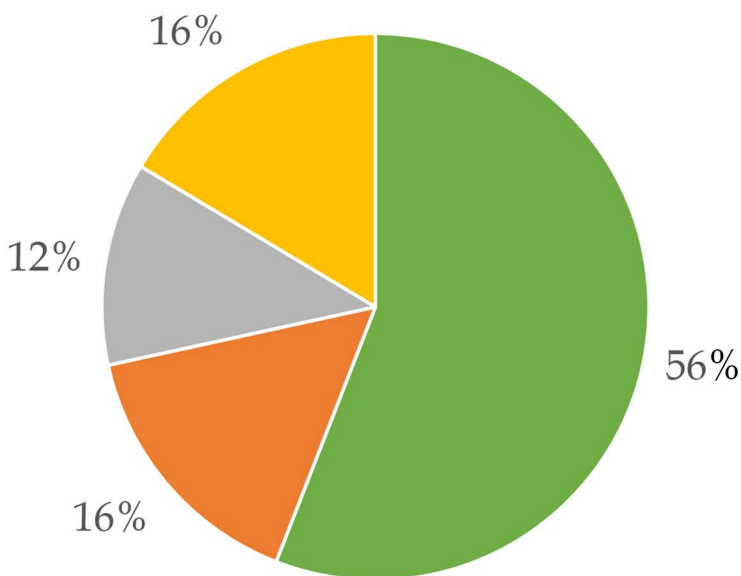
2021 Financial Results.

Total Expense \$790,415



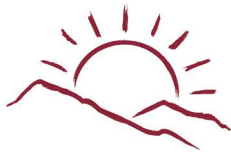
- Guest & Caregiver Program Support \$618,031
- Facility & Transportation \$104,223
- Insurance & Professional Fees \$51,998
- Fundraising & Marketing \$16,181

Total Support \$612,700



- Program Fees \$342,570
- Government Grants \$96,000
- Foundation Grants \$73,586
- Private Donations \$100,544

Financial Assistance: \$35,962 We provided free attendance for 479 days of attendance through our Family Relief Fund



survey results & testimonials...

Question 1: Has participation in the MWVADC contributed to your or your loved one's ability to remain in their home and community?

Yes: 96% No: 0% Unsure: 4%

Question 2: How long have you or your loved one been enrolled at the Mount Washington Valley Adult Day Center?

Less than 6 months: 30% 6 Months -1 Year: 20% 1-2 Years: 44%

Question 3: How would you rate our enrollment process?

Excellent: 90% Good: 7% Fair: 0% Poor: 4%

Question 4: The staff at MWVADC treat us with respect and courtesy at all times.

Strongly Agree: 96% Agree: 4% Unsure: 0% Disagree: 0%
Strongly Disagree: 0%

Question 5: The staff at MWVADC are attentive and competent.

Strongly Agree: 81% Agree: 15% Unsure: 4% Disagree: 0%
Strongly Disagree: 0%

Question 6: How would you rate the quality of activity programs provided by MWVADC?

Excellent: 74% Good: 22% Fair: 0% Poor: 4%

Question 7: In what ways is the MWVADC helpful to you as a caregiver?

Time for myself: 70%

Time for employment: 19%

Reduces my stress: 70%

Helps me talk over care issues with staff: 30%

Additional Comments:

~It's a life saver for me!

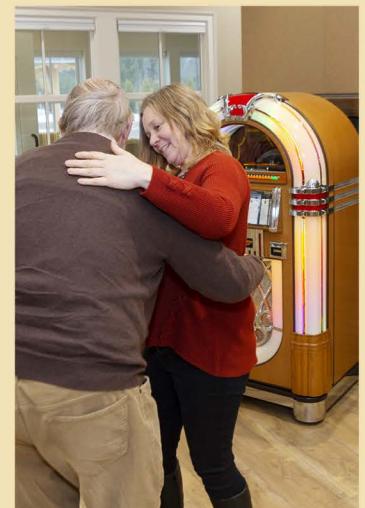
~Happy to see that he is getting pleasure from the [structured] time and setting

~Peace of mind knowing my [loved] one is safe

~Provides another social outlet

Question 8: How helpful is the break/respice you receive by having your loved one at MWVADC?

Excellent: 81% Good: 15% Fair: 0% Poor: 4%



Question 9: What can we do to better meet your needs? Or the needs of your loved ones at MWVADC?

- ~Would be nice to know what he eats for lunch
- ~Nothing I can see, my wife loves it and the staff
- ~More variety of activities
- ~Nothing! The care my dad received was excellent!
- ~You all do an outstanding job and we are so fortunate to have your services
- ~You are all wonderful for the time that my dad was there...I would always recommend it to anybody. Thank you!
- ~Transportation on at least one way would be extremely helpful
- ~I appreciate how the ADC goes above and beyond for us!
- ~Improved availability of transportation
- ~The return of 5pm pick up time
- ~Be open on a weekend, perhaps a Saturday
- ~You are all doing a great job!
- ~Open at 8am
- ~Rides home 5 days a week

Question 10: Maintaining communication with our guests and caregivers is very important to us. Our current communication is:

Excellent: 76% Good: 12% Fair: 8% Poor: 4%

Question 11: Do you have any suggestions for improved communication?

- ~Testing would be helpful, also I enjoy talking to the staff about the routine
- ~Weekly 'report card'; a checklist of participation in daily events, what did they have for lunch, social interaction, napping, etc. Notification of 'guest speakers', programs. Thank you.
- ~Communication is excellent. I can't think of suggestions when you do such a great job.
- ~No. The staff is always helpful & available.
- ~Maybe a 15 minute appointment 1x per month or less especially after initial admission, with a staff probaby at the end of the day to communicate what behaviors are demonstrated there. A comparrison to behaviors at home would be helpful. Also a time to discuss any strategies that might be helpful at home
- ~Receiving text messages would be a more timely way to communicate while I'm at work. Email is great for non urgent information and it's next to impossible to answer a phone call during work

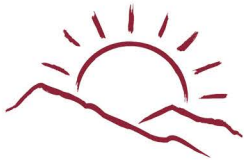


Question 12: Please rate the following:

	Excellent	Good	Fair	Poor	No Opinion
Transportation	35%	4%	0%	12%	50%
Quality of Meals	44%	30%	0%	0%	26%
Spa, Bathing, Salon Services	37%	11%	0%	0%	52%
Facility Features	86%	11%	0%	0%	4%
Cost of program	44%	26%	11%	4%	15%

Question 13: I would recommend the MWVADC to others:
Strongly Agree: 92% Agree: 4% Unsure: 0% Disagree: 0%
Strongly Disagree: 4%





our donors...

We want to recognize the many organizations and businesses that have given generously to the Mount Washington Valley Adult Day Center. Our thanks to the following for their support:

Institutions & Foundations

The Clarence E. Mulford Trust
Fidelity Charitable Fund
The Gibson-Woodbury Charitable Foundation
The Kendal C. and Anna Ham Charitable Foundation
Maine Health
NH Charitable Foundation
NH Council on the Arts
NH Electric Co-Op

Pequawket Foundation
Phillips Family Fund
The Robert and Dorothy Goldberg Foundation
State of NH ARPA
The Stephen and Tabitha King Foundation
SBA Paycheck Protection Program
Tamworth Foundation
Zebs Charitable Foundation

Businesses & Organizations

All Temp Services Inc.
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DW Electrical Contractors, Inc.
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Gemini Sign & Design
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Memorial Hospital Medical Staff Fund
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Minuteman Press
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Northeast Auto Body, Inc.
Northledge Technologies Inc.
Northway Bank
River Run Company, LLC
Rotary Club of North Conway
Spruce Hurricane
White Birch Booksellers, Inc.
White Mountain Oil & Propane
Yesterday's Legends

We are especially grateful for the many individual donors whose generous donations make our work possible.

Individuals & Families

A

Anonomous
Karen & Tom Albert
Rachel Andrews Damon
Deborah Ayers

B

Susan & Kris Barthelmess
Peter & Emily Benson
Sue & Gene Bergoffen
Joe Berry
Debbie Blair
Rebecca Boyden & Geoffrey
Cunningham
William & Eileen Brochu
Joanne DeNike & Allen Brooks
Elizabeth Brown
John Bruni & D.D. Warren
Thomas Bucu
Roberta & Briggs Bunker
Sally Burke
Lawrence W. Butters Jr.

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Laura Cummings

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Linda & Henry Dresch
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Paul Kinney
Lori Jean Kinsey
Robin Kosstrin & Robert Yanuck

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Richard & Kathleen Laracy
Bruce Libby & F. Patten
David Little
Dan & Lauren Loundsbury
Barbara & Wayne Luoma

M

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Anthony & Kelly Maccario, Jr.
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Carolyn & Stephen Macie
Macie Family Revocable Trust
of 2013
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Peter & Kathryn Malia, Jr.
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Catherine McKay
John & Wendy McVey
Anne McWalter
Friends of Memorial Hospital
Margaret Merritt & Ronald Lawler
Marie Meunier
Edward & Lucille Monaghan
Kathleen Moore

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Marie Noonan
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Jonathan Rivers
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Gordon Robinson
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Jennifer & Anthony Simone
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David Smith
Stanley & Dorothy Solomon
Anita & Jason Staples
Angela & Paul Staples
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Jennifer Varney
Mary & Ronald Vigeant

W

Donald Whitelaw
Alison Wolfe
Stephen L. & Denise Woodcock
Sharon & Ted Wroblewski

Y

Shirly Young



Honoring, Remembering & Celebrating

The following were honored and remembered by friends and family. If you would like to memorialize or honor someone by making a charitable donation, we would be honored if you would consider Mount Washington Valley Adult Day Center.

In Honor Of...

Norman & Wendy Cloutier

by Jay Rancourt

Maureen Chamberlain

by Marie Noonan

Mount Washington Valley Elderly

by Mary & Roland Vigeant

Pat Grady

by Anthony & Kelly Maccario, Jr.

David Martin

by Mary & Peter Riordan

Ray Schoen

by John & Wendy McVey

Susan Staples Smith

by Barbara Nordeen -

"A good friend and dedicated board member"

Angela & Paul Staples -

"In gratitude of the important work you do for the community"

In Memory Of...

Helen Berry

by Joe Berry
River Run Company, LLC

Gloria Battistello

by Deborah Kelly

Joanne Clarey

by Margaret Merritt &
Ronald Lawler

Nancy Bryant

by Jennifer McCracken

Mary H. Osinski

by Betty Rogers

Priscilla Snell

by Catherine McKay
"Dedicated to Catherine's
mother, Priscilla"

Mary B. Haine

by David R. Haine Real Estate
David & Lesbia Haine

Kathleen George

by Patricia & Robert Heiges
"In memory of Kathleen George
and Helen Heiges"

Miriam Cohen

by Sue & Gene Bergoffen

Richard Smith

by Susan Staples Smith
Eileen Cleary
Susan & Ronald Dinning
Anita & Jason Staples
John Bruni & D.D. Warren
Joan Kenney
Angela & Paul Staples
Kenneth & Carol Manson-
"In memoy of my father"

Don Waite

by Shirly Young

Memorial - General

by Jim & Linda Hastings

Lester Ralph

by Helen Steele

Ruth Carder

by Linda Haver

William Swisher

by Meghan Simone
Jennifer & Anthony Simone

Olin Reed

by Julie Van Dyne

John Mills

by Leon & Theresa Marcotte
Sally Burke -
"Dedicated to Rebecca Lane
Neighbors"
George & Christine Stockley III
John & Janice Thibodeau
Donald & Sharon Gainey
Donna & David Martin
Ann & Hope Inc.
Dale & Joyce Hooey
Edward & Lucille Monaghan

Arthur DeRosa

by Heather & Thomas Romano

Richard Gauley

by Hazel Gauley

Dorothy Grenier

by Frank & Michelle Guida

Susan Pinette

by Linda & Sylvio Laplante

Michael Wilson

by MWVADC



MWV Adult Day Center

987 East Main Street
Center Conway, NH 03813
603-356-4980

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Mount Washington Valley
Adult Day Center

