



Mount Washington Valley  
Adult Day Center

# 2022 ANNUAL REPORT





# Keeping Families Together

In recent years there has been plenty of attention paid to what is generally called the polarization of America. However, in spite of our differences in politics, culture, education, wealth, and the countless other divisions folks may choose to identify, there are still some common values we all share. Keeping families together is high on that list.

America's medically licensed adult day centers provide the most effective, economical and satisfying solution to caring for our older family members who are dealing with degenerative conditions of aging. Adult day centers provide critical respite to caregivers who are otherwise overwhelmed by the burden of 24/7 in-home care. Adult day centers deliver therapeutic programs in music, art, physical and intellectual exercise along with the most under-rated benefit of all, socialization. Adult day centers give participants a reason to get up in the morning and join their peers for a day of fun, companionship and stimulating activity.

Adult day centers do all this for a fraction of the cost of nursing homes or individualized in-home nursing care. Regionally, adult day centers cost \$17/hr on average vs \$27.50/hr for private in-home care and \$316/day for skilled nursing home services. Adult day centers cannot replace nursing homes for those individuals who require substantial medical attention. However, they are a welcome solution to delaying or even avoiding eventual admission into nursing homes or institutionalized care.

We are proud of our accomplishments in keeping older adults in their homes with their families as long as possible. Understanding their special needs and providing caregivers with support and peace of mind is what we do every day. We call it Keeping Families Together.

## The Betty C. Ketchum Foundation Trustees



Left to Right: Norman Cloutier, President; Susan Staples Smith, Secretary; Wayne Grenier, Barbara Harmon, Treasurer; Holly Summers, Dr. Sohaib Siddiqui, Stephen L. Woodcock



# Director's Message

It's hard to believe that I have been at the ADC for about 20 months. The older I get, the faster time flies. Most of you know that my background is Music Therapy. Throughout my time as a clinician, I have written thousands of clinical notes and reports ("just the facts, ma'am"). You might say I have "mastered" clinical writing. So when I sit down to write these messages, I struggle greatly. I do. The joke around the ADC is that I don't know how to write "fluff". I know that my struggles with writing cannot compare to the struggles that our guests face or the struggles that our families face. But, their struggles inspire me to move through (and hopefully) beyond my struggles each and every day. So here goes....

One of our goals is to bring moments of joy to our guests, and we do that each and every day. It warms my heart to see our guests talking and socializing with each other; dancing with Jeanne Limmer; playing games as a big group, with another guest, or with a volunteer; exercising on the bike; or any of the fun and engaging (and therapeutic) activities we have here each week. I can't help but smile when I see our guests smile while participating in many things and participating with purpose. That can mean something different for each person, but that doesn't diminish those accomplishments, it makes them more significant.

I have to mention the staff - the staff at the ADC are incredible. I have never worked with such an amazing group of caring, dedicated, and giving individuals. A wise man once told me it is easy to coach the all-star team, and that is exactly what we have here at the ADC - the all-star team. They are committed to making every day special for our guests and their families.

I will end with a quote from the inspirational Mother Teresa -

"I can do things you cannot, you can do things I cannot; together we can do great things."

And we do. Every day.

Very Sincerely Yours,



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



# Care You Can Trust



**Lynn Coyle**  
Director/Administrator



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Program Manager



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**Christine Morin**  
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Outreach Coordinator



**Tammy Drew**  
Assistant Program Manager



**Jenny Hagerty**  
Staff Nurse, R.N.



**Katie Malia**  
Staff Nurse, R.N.



**Pat Thorney**  
Staff Nurse, R.N.



**Devon Ames**  
Administrative Assistant



**Amanda Allard**  
Guest Assistant



**Evan Fritz**  
Maintenance/Facilities  
Guest Assistant



**Sandra Layne**  
Guest Assistant



**Karen Albert**  
Former Director  
Community Relations



**Jennifer Sanborn**  
Former Office Manager



**Anne Ranger**  
Former Guest Assistant



# Fun with Friends

**Seriously, we do have fun with our friends!**

**There is a myriad of activities, so every day brings us a different flavor and caters to a wide range of physical abilities and mental capacities. Everyone, no matter the age, wants to learn, be social, and have fun. We are proud of the impact our activities and programs have on our guests and of course their caregivers.**

**Everyone loves Jeanne Limmer dance and movement. She gets us moving in our chairs and up on our feet swaying to inspiring music. Every morning, we get our endorphins flowing, our feet moving and grooving to upbeat music for our walking club.**



**Live music by local artists such as the Dellavalla Bluegrass trio and Peter Heimlich get our toes tapping and hands clapping and make us smile and sing to old time songs. Sing-along and music therapy is a fantastic tool for raising spirits. Whether a one time visit from baby goats or the weekly visits from Little Angel Service Dogs, we love our furry friends and it brings comfort and much joy to us. Our days are much brighter after their visits.**

**Cornhole is one of our favorite games bringing out the competitive nature in us and welcoming new friends to try their hand tossing the bag at the target. You will often hear the cheers loudly when the bag goes in the hole! And then there is the game and exercise room, where we may have a game of darts, skeet ball, or basketball pop-a-shot going on or see our friends riding the stationary bike as they look out to the garden.**

**The talented Youth groups that come in and sing and dance brings the largest smiles on our faces. We are fortunate to have had Act One Dance Company, Arts in Motion Theater and Jeanne Limmer studio dancers come entertain us. Gaming is a way to go both as a large group with Jeopardy, Charades, Bingo, Baseball Dice, or it may be 1:1 or in a small group playing scrabble, Qwirkle, dominoes or UNO. The sense of competition does not stop at any age.**

**Opening Minds to the Arts (OMA) classes tap our creativity in which guests were able to take part and create different art work over several weeks. OMA is an evidence-based art-making program for people living with dementia and is sponsored by the Dementia Friendly Community Grant.**



**To stimulate our brains, we especially enjoy our friends at Tin Mountain learning about nature and animals as well as Bob Cottrell with his artifacts and learning about local history.**

**Regardless of the day or season, there is much laughter and many smiles throughout any day here at MWVADC which means we have achieved our goal of engaging with each and every guest. We take our fun seriously!**



# A Caregivers Story



**My husband and I moved to the Mount Washington Valley in August, 2020. My husband was diagnosed by a Neurologist as having dementia prior to our move. When I noticed a more rapid decline in my husband's condition, I was given verbal testimonies and referrals to the Mount Washington Valley Adult Day Center (M WV Day Center) from several of my friends in the Valley. My husband was enrolled in the program for three days per week in June, 2022. He has loved his time there ever since.**

**My husband participates in large group activities as well as individual time to explore his own interests such as gardening. When my husband recently had some back pain, one of the nursing staff gave him a therapeutic spa bath that is located inside the M WV Day Center. When I greeted him at the end of his day, he exclaimed, "that was best bubble bath ever!"**

**On Tuesday afternoons from 1:00 to 2:30 my husband attends the program while I attend a community support group administered by and at the M WV Day Center. I find it extremely helpful to listen and share with others who have had similar experiences with their loved ones. The nurse who facilitates the group has also been trained in the REACH Community Program (Resources for Enhancing Alzheimer's Caregiver Health in the Community), and has spent additional time with me to help me brainstorm ideas**



# A Caregivers Story

to support my husband and take time for myself. In addition, the MWV Day Program has found community grants to assist me in paying for their services as I have yet been unable to find funding from Government Resources.

I truly do not know what I would do if they were not here to support my husband and me. My husband anticipates with great joy attending the program and, while my husband attends the MWV Day Program I have time to complete my errands knowing that he is safe, happy and productive. It is a wonderful program and a great resource for families in the Mount Washington Valley area. In fact, I know of no other programs like this one anywhere. It is genuinely an exceptional and unique program that is all about giving adults who are experiencing memory loss as well as their caregivers the tools to maintain, as best as they can, a quality of life.

Sincerely,

Janet McKeon





# Volunteer Profile



Darlene Bailey has been a valued volunteer at the ADC since we opened in 2019 and you will often find her early morning baking us muffins and cupcakes, as well as being a companion to our guests that prefer a one on one approach.

Darlene is always looking for ways to support our program and the staff by assisting with luncheons and clean up and assisting with programs/activities. Her energy and cheerful outlook are so appreciated by us all. Whether it's serving coffee or working on a jigsaw puzzle with a guest, she is a huge asset to the Adult Day Center.

Darlene is a wonderful morning hostess, serving coffee and a muffin, with a cheerful smile upon the arrival of the guests. She is often found visiting and chatting with guests at their table in between greeting and serving new arrivals each morning.

Gerry Coutu joined us in May 2022. He brings with him, every day, an infectious smile, and a genuine interest in the guests. He has developed a special bond with a few of our male guests in particular – they look forward to his coming.

Gerry will jump in and do just about anything including walking and visiting with guests, playing cornhole, and assisting staff with activities. He has a genuine calm nature and is always willing to volunteer extra when the call is put out for any extra help. Gerry has become a staple volunteer and we all look forward to the days he helps out!



Gerry is shown here with a guest after an OMA (Opening Minds to the Arts) session. Gerry became an OMA volunteer after a few training hours and he has been a valuable part of our OMA program ever since.



Our ADC family would not be complete without volunteers who use their unique skills and talents to provide our members with wonderful new experiences and to assist and support our staff. Volunteers bring great joy to the ADC and we are truly grateful to them for choosing to spend their time with us.

In 2022, we had nearly 90 volunteers come through our doors and play a very important role each day. Over 1650 hours were provided by these volunteers in 2022. **THANK YOU** to each and every one of you!!



Act One Dance Company  
Arts in Motion Theater Group  
Jeanie Allen  
Darlene Bailey  
Roger Blake  
Laura Boucher  
Linda Burns  
Louise Burns  
Candy Chaplin  
Bob Cottrell  
Gerry Coutu  
Joann Croce  
DellaValla Bluegrass Trio  
Michele Dutton  
Mike Eaton  
Anne Marie Erler  
Nora Fitzgibbons  
Carolyn Ford  
James Gore

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Marion Owen  
Robert Owen  
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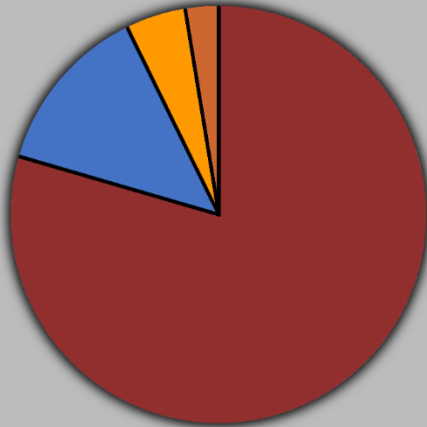


# By The Numbers

Keeping care affordable is a huge challenge for us, especially since we provide service without regard to an individual's ability to pay. We created the Family Relief Fund to cover attendance and service fees for community members in need.

\* Last year the Family Relief Fund provided \$95,827 in free services. The equivalent of 6,388 hours of care.

## Total Expense: \$823,581



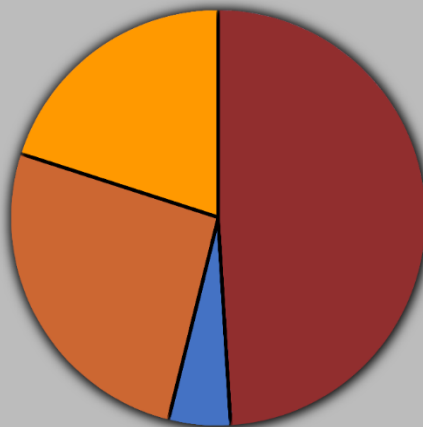
■ Guest & Caregiver Program Support: \$654,741

■ Facility & Transportation: \$109,263

■ Insurance & Professional Fees: \$38,129

■ Fundraising & Marketing: \$21,448

## Total Support: \$860,201



■ Program Fees: \$421,669

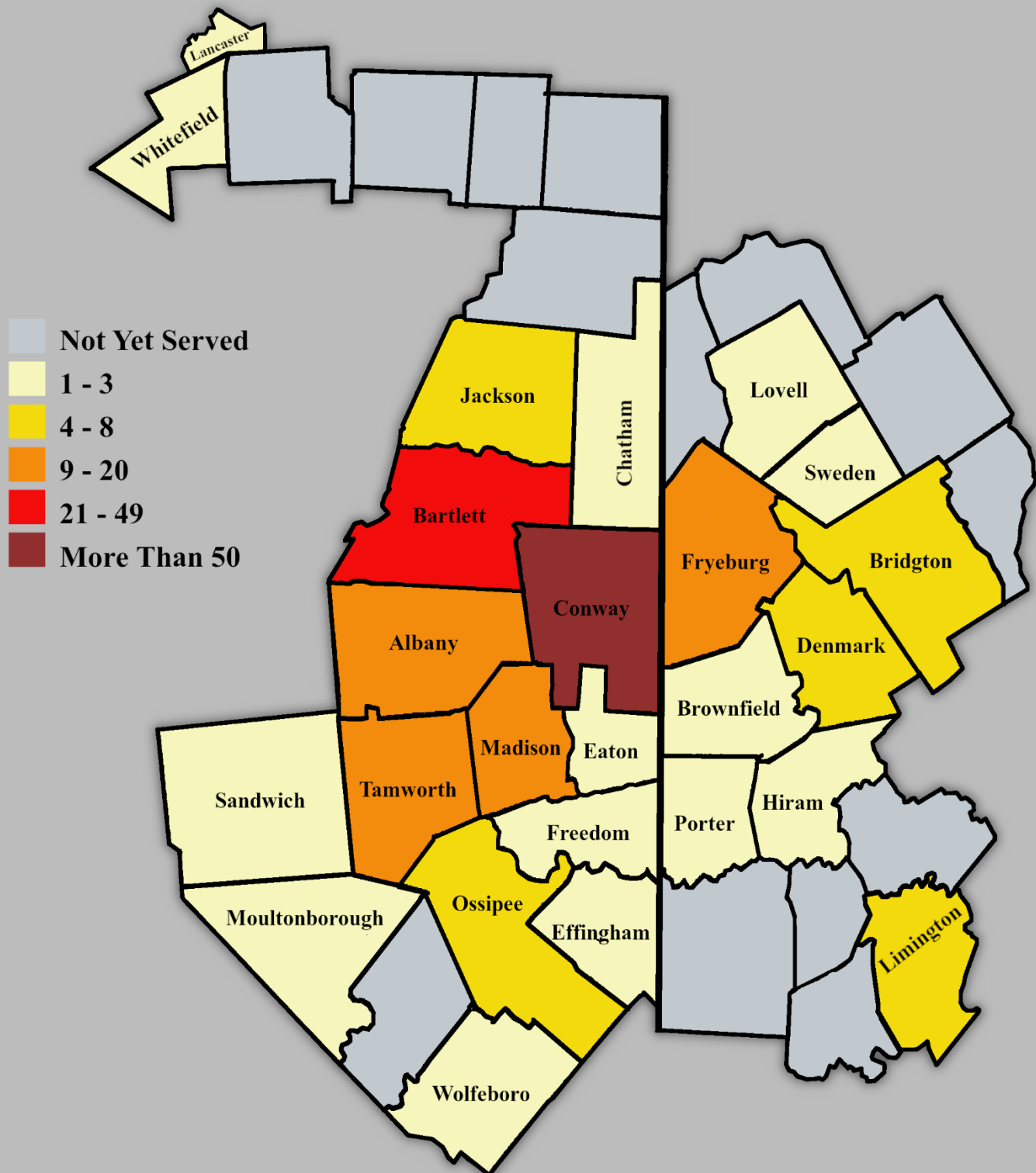
■ Foundation Grants: \$224,567

■ Private Donations: \$172,528

■ Government Grants: \$41,437



# Guests & Families Served



- \* We grew by an additional 35 families in 2022
- \* We provided 2,631 transports to and from the Day Center for our guests.
- \* Our caregiver support group provided counseling to 280 attendees in 2022






**“We’re so lucky to have this place. Dr. Rabideau is the one that mentioned it to my son and the last time I saw the Doctor I told him that this place was the best thing he ever said”**



**- A. Vorperian**







**We can rest assured that Dad is in excellent hands. He appreciated the community of his peers, being involved with activities but he also values his 'me time' alone to do what he treasures most: painting” B. McHugh, Center Conway, NH**

**"Thank you, Adult Day Center" for giving me these glimpses of my mom the way she used to be! I highly recommend any family who is dealing with dementia to visit the Adult Day Center. I, as my mom's caregiver, cannot seem to be able to stop smiling myself! J. Taylor-Huot, Center Conway, NH**

**“My mom would have progressed much faster if it were not for this place. It’s her home away from home.” C. Hembry, Bartlett, NH**

**“The Adult Day Center has been great for my mother. It has definitely helped her to have a group of wonderfully caring and kind people around all day. She loves the activities. This place offers great piece of mind for family and caregivers knowing their elders are safe and well taken care of. Thank-you!” H. Engman, Tamworth**

**“Dad has been healthier and happier since he began attending the MWV Adult Center”**

**“I don’t know what we’d do without this place. Everybody here is just so wonderful” S. Davis, N Conway**



# Guest Satisfaction Survey and Results . . .

The MWVADC serves individuals and families by providing compassionate care and companionship and confident respite for caregivers. We strive to keep our guests active, affording them the ability to age in place and remain in the comfort of their homes. Has participation in the MWVADC contributed to your or your loved one's ability to remain in their home and community?

Yes: 86%

No: 4%

Unsure: 10%

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

Less than 6 months? 18%

6 months – 1 year? 32%

1-2 years 25%

2-3 years? 25%

How would you rate our enrollment process?

Excellent: 82%

Good 18%

Fair 0%

Poor 0%

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

Strongly Agree: 90%

Agree 10%

Unsure: 0%

Disagree: 0%

Strongly Disagree: 0%

The staff at MWVADC are attentive and competent.

Strongly Agree: 86%

Agree 14%

Unsure: 0%

Disagree: 0%

Strongly Disagree: 0%







## **In what ways is the MWVADV helpful to you as a caregiver?**

**Time for myself: 79%**

**Time for employment: 29%**

**Reduce my stress: 58%**

**Helps me to talk over care issues with staff: 29%**

### **Additional Comments:**

- Gives me peace of mind that my loved one is in good hands!
- Knowing that they are in a safe and social atmosphere.
- Makes me feel better that my loved one has an active life
- The weekly support group is very important to me.
- Gives a different social experience for my loved one.
- It's my life line!
- Support group is so helpful
- Knowing my loved one is safe, cared for, and engaged.

## **What can we do to better meet your needs? Or the needs of your loved one at the MWVADC?**

- I am happy for the time that my loved one has a change of scenery and has some exposure to socialization.
- They are very happy there and look forward to going.
- Everything is good
- Keep doing what you are doing
- More flexible transportation
- Provide loved one's response to programs
- Longer hours...most people work from 8am to 5pm and it will be better is patrons can stay at adc til 6pm
- When the warm weather comes, will there be any opportunity for an outdoor cookout as one (or several) of the meals?
- You're doing an outstanding job.
- Nothing – being able to go to “camp” has made a world of difference
- You are doing a great job already!

# Survey Results Continued . . .

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

Excellent: 75%  
 Good 18%  
 Fair 7%  
 Poor 0%

Please rate the following:

	Excellent	Good	Fair	Poor	No Opinion
Transportation	30%	7%	4%	0%	59%
Quality of Meals	57%	29%	3%	0%	11%
Spa, Bathing, Salon Services	32%	7%	0%	0%	61%
Facility Features	93%	7%	0%	0%	0%
Cost of Program	68%	14%	14%	0%	4%

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

Excellent: 75%  
 Good 25%  
 Fair 0%  
 Poor 0%

How helpful is the break/respite you receive by having your loved one at the MWVADC?

Excellent: 86%  
 Good 14%  
 Fair 0%  
 Poor 0%

I would recommend the MWVADC to others.

Strongly Agree: 100%  
 Agree 0%  
 Unsure: 0%  
 Disagree: 0%  
 Strongly Disagree: 0%





# Thank You to All Our Donors

**We want to recognize the many organizations and businesses that have given generously to the Mount Washington Valley Adult Day Center.**

**A most sincere thanks to the following for their support:**

## Institutions & Foundations

Arthur Getz Charitable Trust  
Bank of New Hampshire Charitable Foundation  
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Spruce Hurricane  
White Birch Booksellers, Inc  
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Yesterday's Legends

**We are especially grateful for the many individual donors whose generous donations have made our work possible**

## Individuals & Families

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Karen & Tom Albert  
Rachel Andrews Damon  
David Atchason  
Deborah Ayers

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 John Wilcox  
 Alison Wolfe  
 Stephen L. & Denise Woodcock  
 Sharon & Ted Wroblewski

**Y**

Shirly Young

# Honoring, Remembering & Celebrating

The following have been 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 . . .

**Maureen Chamberlain**

by Marie Noonan

**Norman & Wendy Cloutier**

by Jay Rancourt

**Gerard Coutu**

by Carl Rosenthal

**Mount Washington Valley  
Elderly**

by Mary Vigeant

**Frank Filosa**

by Frank Filosa

**Pat Grady**

by Anthony Maccario Jr.

**David Martin**

by Mary Riordan

Barbara Graso

Robert Cipro

**Ray Schoen**

by John & Wendy McVey

**Anne Scolamiero**

by Suzanne & Robert

Scolamiero

**Susan Staples Smith**

by Barbara Nordeen -

"A good friend and dedicated board member"

Angela Borisch Staples -

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

**Robert Upton**

by Lori Upton

## In Memory Of . . .

**Helen Berry**

by River Run Company, LLC

**Gloria Battistello**

by Deborah Kelly

**Max Brandt**

by Anonymous

**Nancy Bryant**

by Jennifer McCracken

**Ruth Carder**

by Linda Haver

**Joanne Clarey**

by Margaret Merritt

**Miriam Cohen**

by Sue Bergoffen

**Bob Corrigan**

by Jackie Corrigan

**Arthur DeRosa**

by Heather Romano

**Richard Gauley**

by Hazel Gauley

**Kathleen George**

by Patricia Heiges

"In memory of Kathleen George and Helen Heiges"



# In Memory Of . . .

**Dorothy Grenier**

by Frank Guida

**Mary B. Haine**

by David R. Haine real Estate

**Holly Huhn**

by Peter Crane

**Gracie Leroy**

by John Scott Mathews

**Mary H. Osinski**

by Betty Rogers

**Preiscilla Snell**

by Catherine McKay

"Dedicated to Catherine's  
mother Priscilla"

**Memorial - General**

by Jim Hastings

**John Mills**

by Leon Marcotte

Sally Burke -

"Dedicate to Rebecca Lane  
Neighbors"

John Thibodeau

Donald Gainey

Donna Martin

Ann & Hope Inc.

Dale Hooey

Edward Monaghan

Anonomous

**Susan Pinette**

by Linda Laplante

**Lester Ralph**

by Helen Steele

**Olin Reed**

by Julie Van Dyne

**Bud Selmi**

by Julie Hunt

**Helen Seymour**

by Kathleen Seymour

**Richard Smith**

by Susan Smith

Eileen Cleary

Jason Staples

John Bruni & D.D. Warren

Joan Kenney

Angela Staples

Anita Staples

Kenneth & Carol Manson-

"In memory of my father"

**Patricia Swell**

by Cathy McKay

**William Swisher**

by Meghan Simone

Jennifer Simone

**Don Waite**

by Shirly Young

**Ann Wilcox**

by John E. Wilcox

**Michael Wilson**

by MWVADC



# Notes

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# Mount Washington Valley Adult Day Center



OWNED AND OPERATED BY THE BETTY C. KETCHUM FOUNDATION

MWV Adult Day Center  
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