



ANDROSCOGGIN
Home Healthcare
+ Hospice

2019 *Community Benefit* REPORT



THANK YOU FOR SUPPORTING OUR “WHY”

For those of us who provide services to consumers, particularly in health care, we are often reminded that “People don’t buy *what* you do, they buy *why* you do it.” Clearly the “*what*” must be of high quality and value, but the “*why*” is what most significantly resonates with patients and their families. At Androscoggin Home Healthcare + Hospice (Androscoggin), our “*why*” is evident in the skilled and compassionate work of our clinical personnel, our support teams, leadership and our volunteers. Our “*why*” motivates all of us to be our professional best; stimulates resilience in the face of unprecedented challenge; and our “*why*” compels our patients and health care partners to select Androscoggin time and again as a preferred provider of home healthcare and hospice services. Maine people want and deserve the opportunity to live with a high quality of life regardless of the journey traveled with their health conditions. Doing everything possible to make this happen is our “*why*.”

I am incredibly proud of the mission at Androscoggin. Frankly, I believe the communities we serve – more than 190 and growing – are overall healthier as a result of our partnerships to promote access to quality health care in the home. Based on the unwavering support of our sponsors and donors, it is clear that thousands of Maine people agree that Androscoggin Home Healthcare + Hospice is an integral fiber in the weave of their respective communities. While the strength of our fiber has been challenged this year, the emotional and financial support demonstrated for the important work we do has reinforced our resolve to never lose sight of our “*why*.”

For this I am immeasurably grateful.

Sincerely,

Kenneth Albert, RN, Esq.
President & CEO

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FACHE



ANDROSCOGGIN

Home Healthcare + Hospice

MISSION

Androscoggin Home Healthcare and Hospice is an organization about living, dedicated to enhancing quality of life by providing innovative and compassionate medical care for all.

VISION

To be the leader in providing innovative, patient-centered care that ensures collaborative and coordinated service for the community's lifelong healthcare needs.

VALUES

Integrity: As an organization—from staff to volunteers, senior management to directors—we hold ourselves to the highest ethical standards, building trust and respect as we go.

Compassion: We recognize the importance of our patient-centered services and the sensitivity of each unique situation the individuals and families we serve are experiencing, always acting with discretion, empathy, and civility.

Excellence: We always give the best care that ultimately benefits the quality of life for the patients and families we serve.

Innovation: We are leaders in identifying population health needs and implementing dynamic technologies that aid in the personalized health goals of the patients we serve and the evolution of the healthcare continuum.

Community: Through our commitment to staff, collaboration with healthcare partners, and support of local organizations and residents, we aim to build mutually beneficial and lasting relationships that strengthen our community and meet healthcare needs.



2019 Finance Report

Androscoggin experienced steady growth across all programs of our organization including Home Health, Hospice, and Palliative Care. In 2019, Androscoggin had the privilege to provide service to 10,823 patients across our communities in all program areas, which was a 3% increase from 2018. We provided 225,003 visits in 2019 compared to 203,729 in 2018, or a 10% increase year over year.

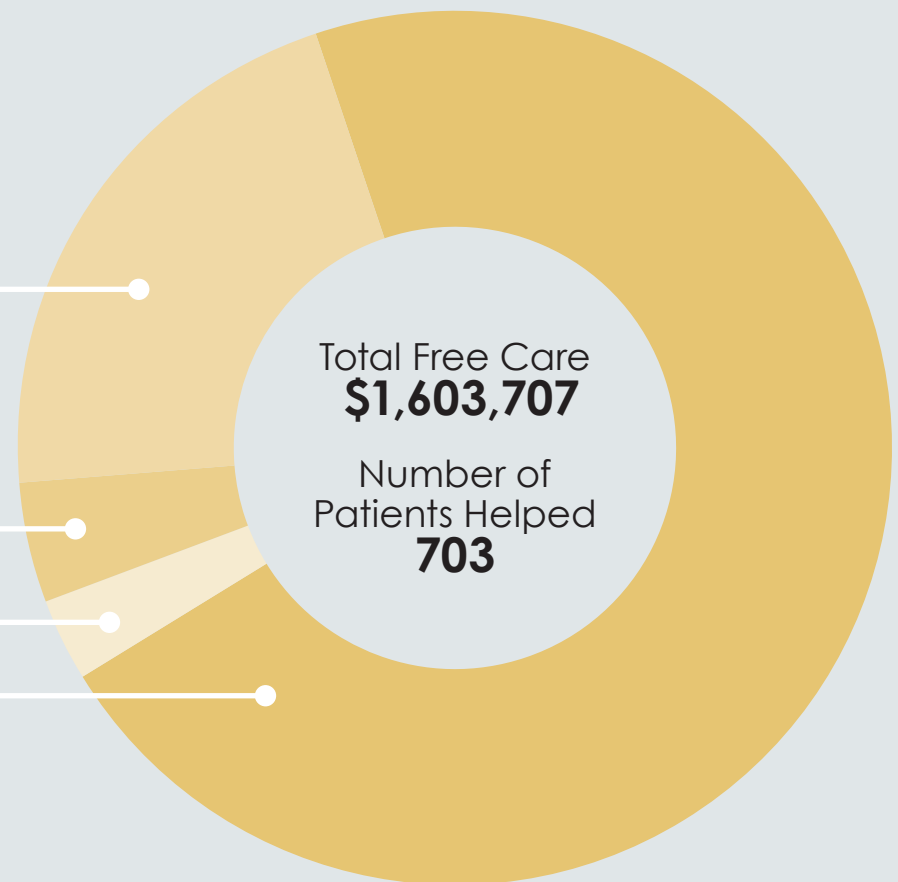
Our growth this year created a positive bottom line, which allows us to reinvest in the organization, our employees, and most importantly; the patients and families we provide excellent service. Our focus on diversifying our revenue base through innovation while carefully monitoring our expenses is critical to our financial stability and has proved to be a strength of Androscoggin's growth strategies. Our financial sustainability supports our vision to enrich the quality of life through the best care that ultimately benefits our patients and families experience with Androscoggin allowing us to provide these services no matter their ability to pay or the cost of their care. This vision allows us to provide free care to 703 patients equating to \$1.6 million.

Our mission, vision, and values are dedicated to enhancing the quality of life through innovative and compassionate medical care for all.

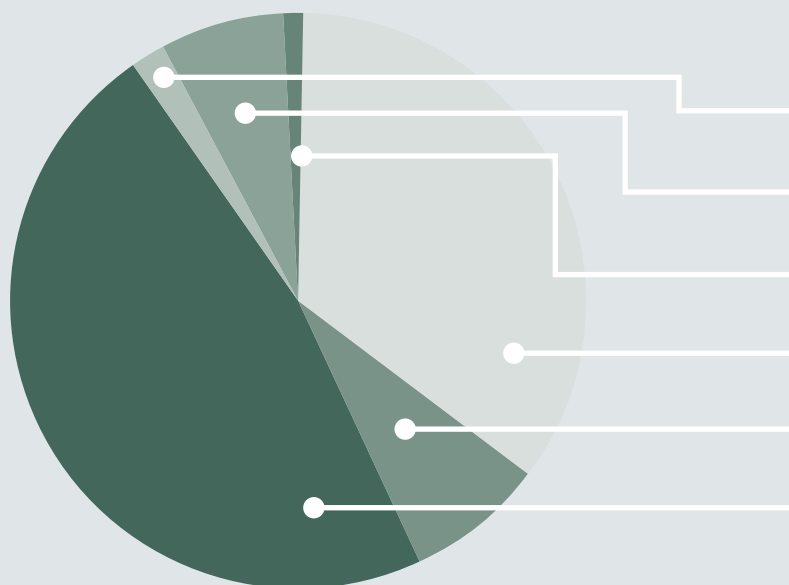
Respectfully,

RJ Gagnon, MBA
Chief Financial Officer

Patient-Related Volunteer Services	\$341,278
Hospice Care at Hospice House	\$69,500
Hospice Care at Home	\$52,304
Home Healthcare	\$1,140,625



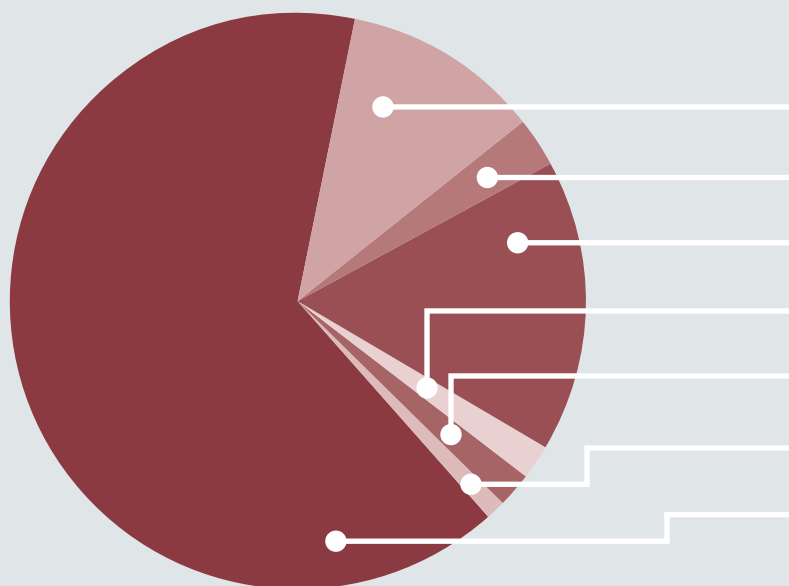
Revenue + Expenses



Revenue

Transitions of Care.....	\$1,060,617 2%
Unearned Investments	\$3,055,955 7%
Community Support	\$492,769 1%
Home Hospice.....	\$14,931,572	... 35%
Hospice House	\$3,291,074 8%
Home Healthcare	\$20,297,870	.. 47%

Total Revenue.....\$43,129,857



Expenses

Supplies & Services	\$4,343,579 11%
Contract Services	\$1,178,736 3%
Employee Benefits	\$6,174,791 16%
Mileage Reimbursement....	\$805,311 2%
Occupancy	\$887,420 2%
Other	\$528,012 1%
Salaries	\$24,625,491	... 64%

Total Expenses.....\$38,543,340

Community Fundraising Events

Thank you for supporting our mission through our annual fundraising events. Each unique event furthers our mission and provides a place for everyone in our community to participate, honor, and support our patients and families.

BUTTERFLY RELEASE CELEBRATION

The Annual Butterfly Release Celebration held in July at Geiger Elementary School honored individuals who have brought meaning and purpose into our lives. Their spirit, like the Butterfly, reassures us their lives are not forgotten. Thank you for the privilege and honor we have shared in caring for your family members, friends and neighbors. Contributions to this event benefit our Hospice House, in Auburn.

The butterfly is nature's way of reminding us that there is HOPE in grief – When the caterpillar is no more, the butterfly exists in ultimate freedom and beauty.” - Unknown

AUTUMN NIGHT OUT

Autumn Night Out celebrated its 16th year in raising critical funding for hospice care. The Dinner/Auction event is our signature gala orchestrated by a creative team of volunteers and staff, combined with the generosity of our community. Together we have raised nearly \$450,000 since its inception.

2019 AUTUMN NIGHT OUT COMMITTEE & VOLUNTEERS

Cathy McDonald – Chair
Ken Albert, President & CEO
Androscoggin Marketing and Development Staff
Kimberly Beaudin
Rachel Bishop
Doug Cantwell
Miranda Carroll
Nancy Girouard
Mel Hamlyn
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Museum L-A
Nancy Childs
North Country Rivers
Northeast Charter & Tour
Papoose Pond Family Campground
and Cabins
Paris Firemans Auxiliary
Pat's Pizza of Auburn
Paul Dupuis
Poland Spring Bottling Co.
Poland Spring Resort
Portland Sea Dogs
Portland Tugboat
Ramada Inn
Ricker Hill Orchards
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Wynter Friends
YMCA - Auburn.Lewiston



A Family's Dream is fulfilled by *The Life Happens Fund* and *Androscoggin Bank*

Sometimes a simple gesture of kindness can be just what a family needs when your child has a serious illness. Androscoggin Home Healthcare + Hospice (Androscoggin) first connected with the Nile family (father Scott, mother Tori, sons Orion and Brody) when their son, Orion, was diagnosed with Leukemia and was referred to Androscoggin.

Scott, a paramedic, and Tori, a homemaker, faced a difficult treatment regimen for their son; Orion would receive a rigorous treatment plan that included daily chemotherapy and radiation treatments. When they learned he needed to be treated in Scarborough they worried about the long commute from their home in Farmington and how this would affect Orion. Would they be able to afford the cost of daily travel and overnight accommodations?

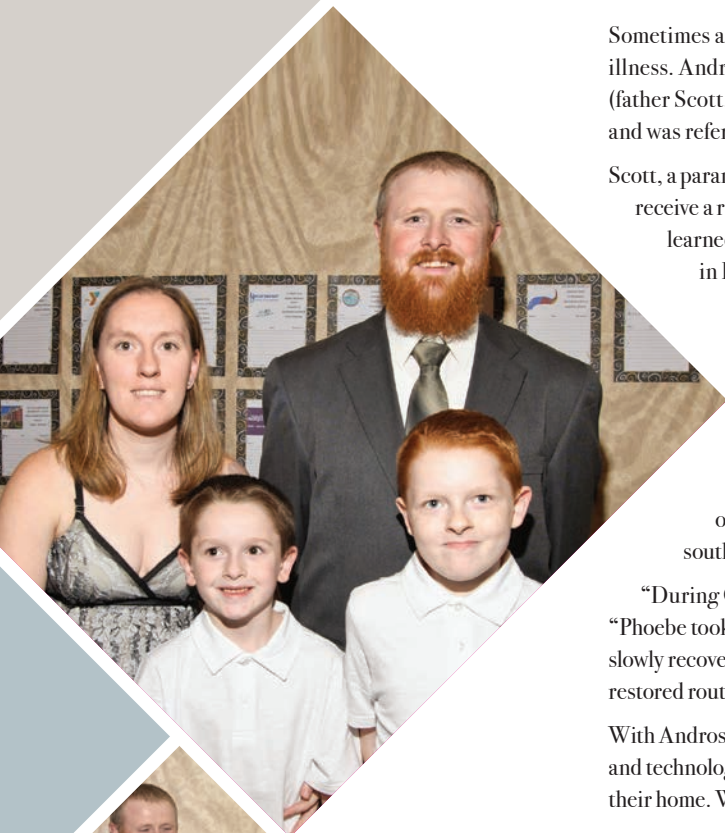
When treatment began, the drive of close to two hours each way became unbearable; Orion's doctors mentioned Androscoggin as an option where he could receive some of his treatment at home. The family was familiar with Androscoggin, their grandmother received hospice care at the end of her life. They readily contacted Androscoggin.

Scott and Tori discovered Androscoggin could provide much of Orion's testing and some of his treatment at home. The family was able to avoid week-long stays and expensive trips to southern Maine. "Androscoggin was a Godsend, financially and logistically," says Scott.

"During Orion's treatment, we developed a close relationship with Androscoggin's nurse, Phoebe Smith. "Phoebe took real ownership of Orion's care and made sure his well-being was always the focus. We began to slowly recover from the shock of Orion's illness. Phoebe helped us to relax and regain a sense of normalcy that restored routine back to our lives," said Tori.

With Androscoggin caring for Orion at home he could continue in school. Through the help of his teacher and technology, Orion easily joined the classroom. On days where he was not feeling well, a tutor came to their home. With a supportive group of educators, Orion was able to move up to the next grade.

Home health nurses are experts at knowing exactly what their patients' may need; it's more than routine visits and medications. Phoebe believed Orion could use something to distract him from his lengthy treatments and sought the help from Androscoggin's Life Happens Fund who provided Orion with a portable video game player to relieve his anxiety and stress during treatment. The Life Happens Fund is a charitable fund





established by Androscoggin and funded through staff donations, employee jeans days, and through a special auction at Autumn Night Out. The fund was created to improve the quality of patients' health and/or the quality of their lives.

The Nile family agreed to share their story publicly at the organization's annual event, Autumn Night Out on October 19. While meeting with the family, Androscoggin's Marketing and Development Director, Kristin Melville learned the family wanted to take a trip to Disney. The Niles had been saving what they could before Orion's diagnosis,

As the Nile Family presented their video story the evening of Autumn Night Out, Andersen approached the stage and said, "I hear there is a special place that Orion and his family would like to go and that's Disney! From the side lines of the room, Orion's nurse Phoebe presented four Mickey Mouse hats to each family member while the audience cheered. The Nile family was headed to that special place where all dreams come true, and laughter and smiles are the best medicine.

Today, Scott and Tori are happy to report that Orion is currently in remission and undergoing

only maintenance treatment. The Niles are excited for their dream vacation and thank everyone at Androscoggin Home Healthcare + Hospice and Androscoggin Bank for making their dream, a reality!

“Financially and logistically, Androscoggin was a Godsend.” – Scott Nile

and realized it was going to take several years to achieve the trip.

Their family story presented another opportunity to support the Nile family. Melville contacted Androscoggin Bank President, Paul Andersen who was moved by Orion's story and presented it to the bank's Board of Trustees who overwhelmingly gave their support to send the Nile family to Disney World in Orlando, Florida.





Laughter, Healing and Hope *in the Face of Loss*

The sounds of laughter rolling across a Maine lake in summer is a common sound. Childhood memories of camp days are often associated with the joy of friends and summer vacation; bonfires and s'mores. They are worlds away from the images conjured by words like "hospice," "loss of a loved one," or "grief".

Held in early June, at Tripp Lake Camp in Poland, the full-day program provides specially trained counselors and volunteers who assist children and their families with difficult conversations around death, end-of-life care, and terminal illness. Androscoggin's Bereavement Coordinator, Amy Dulac, heads up the program. "It's a privilege to witness," Dulac says of the transformative power of the program.

"No child, no person, should have to grieve alone." - Amy Dulac

Camp Dragonfly is open to all children, teens and their families who are dealing with the loss of a loved one or are preparing for such a loss.

"People show up with no affect. They look frightened, or sad,

or broken when they arrive. By the end of the day, they're laughing and smiling and they're thanking the volunteers and the other participants. It's just amazing!" says Dulac.

The program's namesake, the dragonfly, represents both the transition from life to death and our trepidation about it as related in the commonly-used The Dragonfly Story to teach children about death. But it can also be seen in the transformation of camp attendees.





THE DRAGONFLY STORY

By Walter Dudley Cavert

“In the bottom of an old pond lived some grubs who could not understand why none of their group ever came back after crawling up the lily stems to the top of the water. They promised each other that the next one who was called to make the upward climb would return and tell what had happened to him. Soon one of them felt an urgent impulse to seek the surface; he rested himself on the top of a lily pad and went through a glorious transformation which made him a dragonfly with beautiful wings. In vain he tried to keep his promise. Flying back and forth over the pond, he peered down at his friends below. Then he realized that even if they could see him they would not recognize such a radiant creature as one of their number.

The fact that we cannot see our friends or communicate with them after the transformation which we call death is no proof that they cease to exist.”

From: griefwatch.com/the-dragonfly-story

Attendees are introduced to each other in a series of icebreaker activities designed to help identify specific commonalities between “campers” demonstrating that attendees are not alone in what they are experiencing.

“It’s important to note,” says Dulac, “attendees must be accompanied by an adult. This is a family experience. And often, the parents or adults in the child’s life need camp just as much as the kids. They just don’t always realize it.”

Camp attendees participate in a variety of activities guided by trained volunteers and social workers. Activities such as Stomp Rockets, decorating superhero capes, and flying poster-sized dragonflies, among others, are carefully selected to help facilitate discussions in a non-threatening way.

By the end of the day, children and families begin to transform. Scared expressions have turned into smiles and laughter and families and kids often trade information to stay connected with one another.

“I love Camp Dragonfly! It’s the greatest day of the year,” Dulac says. She adds, “It’s important. No child, no person, should have to grieve alone. Startling things happen to children who don’t have that opportunity.”

To ensure there are no barriers for attendees, all costs are generously paid through donations from the owners of Tripp Lake Camp, private donations, and fundraising events.



Telehealth Improves Health Outcomes *and Improves Quality of Life*

If you have a conversation with people about aging, most will agree they wish to remain as independent as possible. That includes staying in their homes as long as they can. Telehealth maybe one way to keep people at home and out of the hospital. Telehealth uses simple technology to monitor patients' acute or chronic health conditions. Telehealth monitors weight, blood pressure, oxygen levels, blood sugars and other health aspects. The daily results are sent to the patient's healthcare provider so they can track how the patient is progressing. Both patients and providers are seeing the long-term benefits of Telehealth. Androscoggin began offering Telehealth services almost twenty years ago. Telehealth is advancing and becoming widely regarded.

For nearly fourteen years, Shane Levasseur, RN, has been involved with Androscoggin's Telehealth program. He's seen significant changes. "When I started, we had 25 units and only three or four of them were in use," Levasseur says. "Today, we've grown the program to over 450 units, with over 325 of those units active at any given time."

"Technology has definitely had an impact on Telehealth. The first units needed a reliable landline to get a connection and had wires coming out everywhere. They were bulky and often required patients use more expensive or proprietary supplies like lancets or test strips for a glucometer," notes Levasseur.

**"Telehealth's impact is undeniable."
– *Shane Levasseur***

The new units in service today are cutting edge. Units are customized 10" tablets with Bluetooth and Wi-Fi connectivity, interact with a wide range of medical equipment to provide the best for patients, and allow for two-way video, among a range of other features. They are easy to use even for those folks who are unfamiliar with technology.

Embedded educational modules that can be customized to the patient's plan of care to help keep patients on track, while medication reminders help regulate medications and real-time monitoring gives providers a more accurate picture of the patient at any point in time.

Ultimately, Telehealth is helping Androscoggin patients enjoy better outcomes in their health, and out of the hospital. Mary Dow of Lewiston was referred to Androscoggin and the Telehealth program when she was discharged from the hospital and needed help monitoring her heart condition. She says, "It was easy to use. If my weight went up over three pounds a report would be sent to the home health nurse and my cardiologist.



It would indicate I could be retaining fluid.” At 83 years old, she maintains a good sense of humor. She said, “It was winter and I had on a lot of clothes, naturally my weight increased under the bulk of so many layers. I immediately got a call from the nurse after I weighed myself. It wasn’t an emergency, but it was comforting to know I had folks looking out for me.” Dow used Telehealth for six months during her recovery and encouraged others to use it. It decreased the need for further hospitalizations keeping her in her home without disruptions.

“The impact is undeniable,” says Levasseur. “The lower rates of rehospitalization, the earlier interventions we can make as a result of consistent monitoring.”

Levasseur also points out that the technology is designed in such a way that it’s accessible to anyone, which is important, given its impact and the demand. According to surveys, 97% of patients love their units and the improvements it makes in their health. And providers highly appreciate the access to reliable data and a channel to connect with patients at any time of day or night, as needed.

“It was comforting to know I had folks looking out for me.” – Mary Dow

For many patients, Telehealth is the first time they have taken an active role in their health. In order to expand that experience and the benefits that go with it, the technology needs widespread adoption and community partnerships to connect patients with it.

Looking ahead, Levasseur is excited, mentioning a grant is in process to help further expand the program, and the integration into patient’s medical records.

Your Support Helps Us Help So Many

The generous and continued financial support we receive each year from members of our communities allows Androscoggin Home Healthcare and Hospice to continue to care for all who qualify for our services regardless of an inability to pay.

We are the only independent home healthcare and hospice organization in Maine that can make this claim, and every donation, no matter the size, makes a difference in the lives of so many patients we serve.



Dear Friends:

With gratitude and respect, we would like to thank you for your generous gifts to Androscoggin Home Healthcare + Hospice. Each gift to the organization is given with LOVE. Giving is one of the deepest, most powerful, and long-lasting ways human beings can express love. It's a primary way for people to live out their values and care for one another. I'd like to share with you some highlights of where your passionate giving has improved the quality of life for others.

Last year your gifts provided \$1.6M in free care - 703 patients received care without worry. Your donations brought our mission to life - no one is ever turned away when they need us the most.

Through a USDA Distance Learning and Telemedicine Grant of \$215,900 - 277 Telehealth units were purchased and disseminated to patients keeping them engaged in their healthcare, and reducing hospitalizations. Patients were able to remain independent and in their homes longer. A wish we all share.

Androscoggin received \$42,540 in unrestricted memorial gifts from families thanking us for the care their loved ones received. Unrestricted gifts allow us to dedicate funds where they are needed the most - clinical services, education and staff training - all are vital to delivering high quality healthcare at home.

Families generously donated \$53,873 to hospice in memory of their loved ones who received end-of-life care at home, or at the Hospice House in Auburn. These restricted funds are invested and used for capital improvement projects at the Hospice House. Past projects have included the covered walk-way for safe transport of patients during inclement weather, expanded clinical offices that protect patient privacy, and a patient safety monitoring system. The use of these funds are recommended by the Foundation Committee to the Board of Directors for approval.

Androscoggin conducted four annual appeal campaigns (direct mail campaigns) and donors responded generously to support underfunded needs and programming raising a total of \$118,273.

Events are a revenue source which engage a variety of donors from our service area. One of the most popular events, Autumn Night Out celebrated its 16th year and raised a total \$112,151. The proceeds breakdown - \$91,348 in donations, corporate sponsorships, and auction purchases - \$16,103 in a special paddle raise benefiting the Life Happens Fund (unfunded patient needs) - and a remarkable one-time gift from Androscoggin Bank of \$5,500 that fulfilled the dreams of a special family.

There are so many wonderful stories that are related to your gifts. Cherished memories from families, gifts of gratitude for compassionate care delivered unselfishly by skilled clinicians - each gift to Androscoggin is a gift of LOVE. Thank you for your charitable contributions. It is an honor and a privilege to have cared for your loved ones.

With love,

Kristin Melville
Marketing and Development Director

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“Your kindness made the experience easier for our family”

Beatrice Graham
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Kari Grant-Gagnon
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Lorraine Heikkinen
Ralph L. Hodgkins
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Sue Hunt
Integrity Services of Maine
Kristi Lamoureux

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United Way of Mid Coast Maine
Ronald A. Vallee
Lorna Vining
Edward Walworth

“I can’t thank you enough for the love and compassion you showed my family and my grandfather. He spent his final three days at the Hospice House and we all found comfort and peace.”

Jane B. Hachey
Elaine Hackett
Mell Hamlyn
Beverly A. Haynes
Bobbi M. Hill
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“I truly do not know how we would have survived without your love and support. You truly are angels on earth. Thank you!”

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“All were a true gift from God. I have never experienced such compassion and love.”

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“Losing a mother is difficult, but your constant compassion, understanding and support helped me in ways I cannot express.”

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The 2019 Community Benefit Report reflects gifts of \$99 and above during the period of 1/1/19 to 12/30/19. All gifts will be reported on our website at androscoggin.org. Please contact the development office to make a correction. Contact: Marketing & Development Department - Attn: Kristin Melville, Director of Marketing & Development, 207-795-9405 or at Kristin.Melville@androscoggin.org Thank you.



ANDROSCOGGIN

Partners in Caring Circle

A bequest or other planned gift is the best way to ensure that Androscoggin continues to make a difference in the lives of the patients and families we care for today and well into the future.

We are pleased to acknowledge the special contribution of individuals and families who have made the commitment to perpetuate their support through a bequest or other planned gift as members of our Partners in Caring Circle.

1990

Catherine D. Thorpe

1996

The Miller Family
(in memory of Dr. Clark F. Miller)

1997

Bequest of Jeanne M. Couture

1998

Bequest of Henri G. Marcotte

1999

Anonymous (1)
Bequest of Frank E. Walker

2000

Anonymous (1)
Janice Ormon
(in memory of Anna Pouliot)
Jeanette Pomerleau
Robert Thorpe
Bequest of Carl Weymouth

2001

Anonymous (2)
Bequest of Marie Rose Allard
Rebecca Swanson Conrad
(in memory of Gertrude Swanson)
Bequest of Leon J. Soucy

2002

Bequest of Elizabeth Barrett
Bequest of Barbara Brackett

2003

Dr. John James
Bequest of Charlotte Labbe
Bequest of Stephanie V. McDonough
Bequest of Maurice J. Pouliot
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Gratian M. Yatsevitch

2004

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Helen L. Dehahn
(in memory of Everett D. Dehahn)
Sharon L. Forest
Harry Jones
Sally M. Mason
Lucien R. Morissette
Bequest of Robert F. Turner

2005

Gerald Berry
Lucien Martin
Bequest of Arelene Sieckowski
Janice Voter

2006

Lawrence Corey
(in memory of Marjorie Corey)
Christine Smith

2007

Janet Stowell

2008

Bequest of Martha Birney
Jeannine Bryant
Jane Emerson
Walter L. Emerson
Mark Hodsdon
Ruth Linehan
Bequest of Frances Wentworth

2009

Bequest of Alta Morton
Suzanne O'Sullivan
Theresa Samson

2010

Anonymous (1)
Elizabeth Cody
Deborah A. Hall-Graybeal
Chip Liversidge
Annie Ray

2011

Donol Edward Clark
Bequest of Robert I. Leggett
Barbara Mandy
Madeline St. Louis

2012

Jane Banks
Anita Y. Guay

2013

Tom Curtis
Bequest of James L. Monahan
Bequest of Reverend Maurice Morin
Bequest of Marie Ann Parent
Cyndi Robbins
Bequest of Richard Schwind

2014

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Normand Boulanger
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2015

Bequest of Elizabeth M. Gianquinto
Bequest of Barbara A. Hall
Bequest of Phyllis I. Mixer

2016

Bequest of Mildred Auger
Richard Corrigan
Bequest of Cecile Coulombe
Bequest of Blaine M. Davis
Patricia Decker
Bequest of Russell & Hellen Hammond
Donald LaBranche
Larry Wilbur

2017

Bequest of Gisele C. Perreault
Bequest of Jane Pratt

2018

Estate of Janice Upham
Estate of Donol E. Clark
Estate of Jane Pratt

2019

Estate of Marcel Morin
Estate of Winnifred M. Dorr



Employees Support Greater Androscoggin Humane Society Through AndroGIVES



Androscoggin recognizes the importance of giving and how this affects our ability to provide high quality care to all who seek our help. We are very fortunate to receive financial support from so many individuals, corporate sponsors, and foundations. As a socially responsible organization we wish to collectively give back to the communities we serve. A corporate citizenship program called AndroGIVES began with the simple premise that if we as an organization are asking our community for

support, then we in turn must support our community, and be willing to lend a hand to others.

Each year Androscoggin employees choose a non-profit organization that aligns with our mission, vision and values. Over the course of a year, employees volunteer and raise funds. Past AndrosGIVES partners have included Trinity Jubilee and New Beginnings.

Androscoggin employees selected the Greater Androscoggin Humane Society (GAHS) as the 2019 AndrosGIVES community partner. GAHS provides medical care, shelter and adoption services for nearly 3,500 animals each year. Employees participated in pet food drives, weeded the shelter's memorial garden, and attended volunteer training sessions. Through Androscoggin employee jeans days, \$2,600 was distributed to the organization. We know from our own lives and our patient's lives pets create a very special support system, and they are truly a part of our families. To learn more contact gahumane.org



2019 Employees of the Year



From left to right:

LISA EWING

Hospice Nurse
Value - Compassion

LYNETTE GODBOUT

Physical Therapy Assistant
Value - Excellence

CARYN BOURGOIN

Hospice Supervisor
Value - Community

NASTASHA STITHAM

Nurse Practitioner
Value - Integrity

TODD MCKENNA

Social Worker
Androscoggin Mission

SHAWN BRANN

IT Support Engineer
Value - Innovation

CATHERINE SAPPINGTON

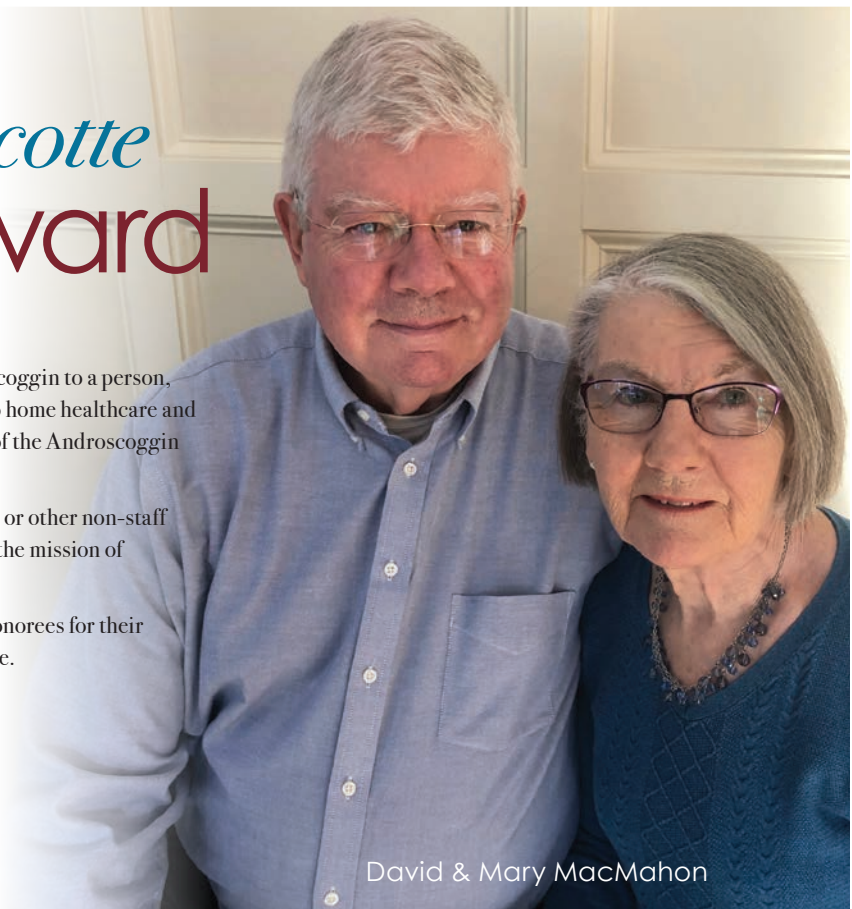
Staff Nurse Preceptor
Androscoggin Mission

The Robert D. Turcotte Memorial Award

The Robert D. Turcotte Memorial Award is given annually by Androscoggin to a person, persons or organization who has made an outstanding contribution to home healthcare and hospice. Robert D. Turcotte, who resided in Auburn, was Treasurer of the Androscoggin Board of Directors from 1978 until his death in 1982.

Appropriate recipients of the award include Androscoggin volunteers or other non-staff community members who have contributed significantly over time to the mission of Androscoggin Home Healthcare and Hospice.

David and Mary MacMahon were selected as 2019 Turcotte Award honorees for their tireless leadership in community service, fundraising, and patient care.



David & Mary MacMahon

Alexia Adams
Irene Adams
Ronald Adams
Lauren Adrezin
Deana Albert
David Allen
Paul Andersen
Doris Arsenault
Deborah Auger
JoAnne Badger
Therese Baker
Shana Barry
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Nicole Ditata
Barbara Doyle
Barry Drake
Gayla Drake
Peter Driscoll
Elaine Dubois
Mavis Dubord
Patricia Dupont



Thank You to Our Volunteers

Dear Friends,

A few months ago I received a little bookmark with a quote by Edward Albert that reads, “The simple act of caring is heroic.”

These words remind me of our faithful volunteers. A hero is “a person who, in the opinion of others, has special achievements, abilities, or personal qualities and is regarded as a role model or ideal.” Being heroic is the action of displaying these attributes. Caring is “a feeling and exhibiting concern and empathy for others; showing or having compassion” (The Free Dictionary, 2015). In order to care, one must take action.

Volunteers exemplify these words in so many ways. Every day they share their time, talents and always, their hearts. Caring requires action. Our volunteers are busy and support all facets of Androscoggin – our patients, our staff, and the communities that we share throughout Maine:

- As a partner in the We Honor Veterans program, Veteran volunteers provide companionship visits. They also honor our Veteran patients with a Pinning Ceremony for their service to our country.
- Tuck-In phone calls, visitation at home and in facilities, and respite for families
- Department office support, grocery shopping, transportation and medication pick-up
- Bereavement reassurance calls, one-on-one visits, and bereavement group co-facilitators
- Participation in Camp Dragonfly and the Dementia Forget-Me-Not program
- Greeters, patient support and kitchen support at the Hospice House
- Providing massage/Reiki/music and pet therapy, and singing in the Harmony Choir
- Support fundraising events like the Butterfly Release Celebration and Autumn Night Out
- Board and Committee leadership

In November 2019, volunteer, Paul Dupuis, was recognized at the Annual Blaine House Tea in Augusta, Maine for his tireless support of Androscoggin’s mission.

Androscoggin is blessed beyond measure to have each one of our volunteers in our midst.

All my best,

Katy Sperl, PHR, SHRM-CP
Chief Administrative Officer

Pauline Dupre
Emile Paul Dupuis
Elaine Elliott
Alan Elze
Anne Farrington
Tammy Fereshetian
Eileen Ficks
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Suzanne O'Sullivan
Julie Ouellette
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Patsy Paquette
David Patch
Jeannine Pelletier
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Ty Pham
Randall Pinkham Jr.
Christine Plouffe
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Darlene Roy
Marcia Roy
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Lucille Saucier
Leo Savard
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Stephanie Upton
Mary Van Nest
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Rodney Wade
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Sheryl Whitmore
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Service Lines

As Maine's largest independent non-profit home healthcare organization providing health, hospice and care management services since 1966, we know the focus should be on health—not illness.

That is why we help people of all ages thrive and maximize independence by providing the skilled medical care and state-of-the-art solutions needed to achieve personal health goals.

HOME HEALTH Improving the well-being of individuals recovering from illness, injury, surgery or for managing a chronic health condition.	HOSPICE Available to anyone with a terminal diagnosis, in-home medical care makes end of life as physically and emotionally comfortable as it can be.	PALLIATIVE CARE Specialized care to treat physical, emotional and spiritual discomfort for people with serious illness.	TELEHEALTH Innovative in-home technology monitors health conditions, helping decrease re-hospitalization or visits to the emergency room.	TRANSITIONS OF CARE Access to the tools and support individuals need to manage self-care and reach your personal health goals.