



alyn

CAMP DRAGON



ANDROSCOGGIN
Home Healthcare
+ Hospice

**COMMUNITY BENEFIT REPORT
2021**

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On the cover: Volunteer working with children at Androscoggin's 7th annual Camp Dragonfly at Tripp Lake Camp in Poland, Maine. For more information about Camp Dragonfly see page 17.

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Androscoggin Home Healthcare + Hospice is an organization about living, dedicated to enhancing quality of life by providing innovative and compassionate medical care for all. This is our mission – the driving force and motivation for all that we do. While the pandemic has added significant complexities to our work, it has neither changed our focus, nor undermined our purpose. Our talented and dedicated team navigates health care at home – wherever that may be – for 2,700 patients per day in 195 Maine communities. We do so with the compassion for which we are well known, but we also lead the way with the innovation necessary to reimagine healthcare as we know it.

In January of 2021, we launched the Maine Center for Palliative Medicine (MCPM) to be a catalyst in the Maine landscape for the advancement of both the art and science of caring for those with serious illness. Our team of 14 physicians and nurse practitioners, along with a very talented multi-disciplinary team of palliative care professionals have quickly become trusted leaders, educators, and collaborators in advancing best practice for Maine people living with serious and life-limiting health conditions.

For more than 20 years, we have deployed telehealth and remote patient monitoring technology in the homes of thousands of patients. With the pandemic, virtual health technology has become a necessary tool for health care providers. Today we have nearly 600 remote patient monitoring units deployed on any given day with nurses collecting data from individual patients to manage symptoms, prevent unnecessary hospital admissions, decrease emergency department utilization where appropriate, monitor outbreak facilities, and assist medical providers with managing medication adjustments and other medical interventions. Patients as young as 95 years of age use the technology with ease, and satisfaction rates exceed 97 percent.

While grief may be the price we pay for having loved deeply, it need not be navigated alone. We have invested in bereavement services for families who experience the loss of a child at birth; youth who experience loss, especially in these pandemic times; and family support following the death of a patient on our services. Growth of bereavement services and expertise within the communities we serve has been achieved with grant dollars and the tremendous support of the communities we serve.

These are but a few examples of our commitment to offer innovative health care services in the home setting while collaborating with our partners in hospitals, facilities, and medical offices across Maine. We are grateful for opportunities to innovate in ways that improve the quality of life for those we serve, and we are proud of the compassionate roots from where such innovation is derived.

With profound gratitude,

Kenneth Albert, III, RN, Esq.
President & CEO

2021 Finance REPORT



Androscoggin experienced steady growth across all programs of our organization including Home Health, Hospice, and Palliative Care. In 2021, Androscoggin had the privilege to provide service to 12,167 patients across our communities in all program areas, which was a slight decrease of one percent from 2020. We provided 250,646 visits in 2021 compared to 221,486 in 2020, or a 13 percent increase year over year.

\$1,640,000 in Free Care

1,071 Patients
Received Free Care

12,167 Patients Served

250,646 Visits Provided

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 to which 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 regardless of their ability to pay or the cost of their care. This vision allows us to provide free care to 1,071 patients equating to \$1.64 million.

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

Respectfully,

A handwritten signature in black ink, appearing to read 'RJG'.

RJ Gagnon, MBA
Chief Financial Officer

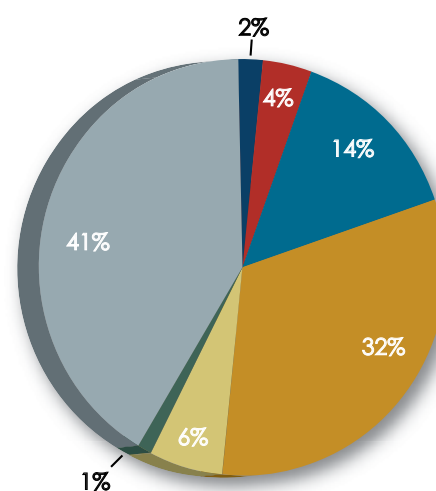
Androscoggin Home Healthcare + Hospice

Revenue and Expenses Analysis

Fiscal year ended December 31, 2021.

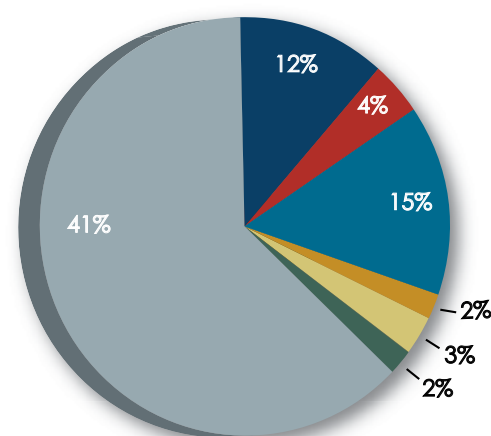
REVENUES

● Transitions of Care	\$ 1,100,642
○ Supportive Care	\$ —
● Unearned Investments	\$ 1,827,267
● Community Support	\$ 7,073,898
● Home Hospice	\$ 16,675,830
● Hospice House	\$ 3,159,396
● Palliative Medicine	\$ 411,078
○ Virtual Health	\$ 112,816
● Home Healthcare	\$ 20,976,425
Total Revenue:	\$ 51,337,352



EXPENSES

● Supplies & Services	\$ 5,427,749
● Contract Services	\$ 1,813,348
● Employee Benefits	\$ 6,989,720
● Mileage Reimbursement	\$ 834,972
● Occupancy	\$ 1,256,341
● Other	\$ 836,418
● Salaries	\$ 29,719,191
Total Expenses:	\$ 46,877,739



Community Events

Our annual community events provide meaningful ways to honor loved ones, support our patients and families, and connect with others, all while supporting our mission through raising necessary resources to enhance quality of life. These unique events allow the memory of loved ones to continue living on through Androscoggin's commitment to delivering quality care to all, regardless of ability to pay.



Butterfly Release Celebration

Androscoggin's annual Butterfly Release Celebration was held virtually on Saturday, July 24. Participants were able to be part of the moving family tradition through our website and Facebook page to watch the ceremony, hear loved ones' names read aloud, and watch the symbolic release of beautiful butterflies. Serving as a reminder that life lives on following the death of a loved one, garden butterflies were placed outside of Androscoggin administrative offices and the Androscoggin Hospice House throughout the week of July 19–25. As an additional component for 2021, butterfly window decals were sent with each butterfly dedication purchased. Each gift to the Butterfly Release Celebration benefits the Androscoggin Hospice House.

Hike for Hospice

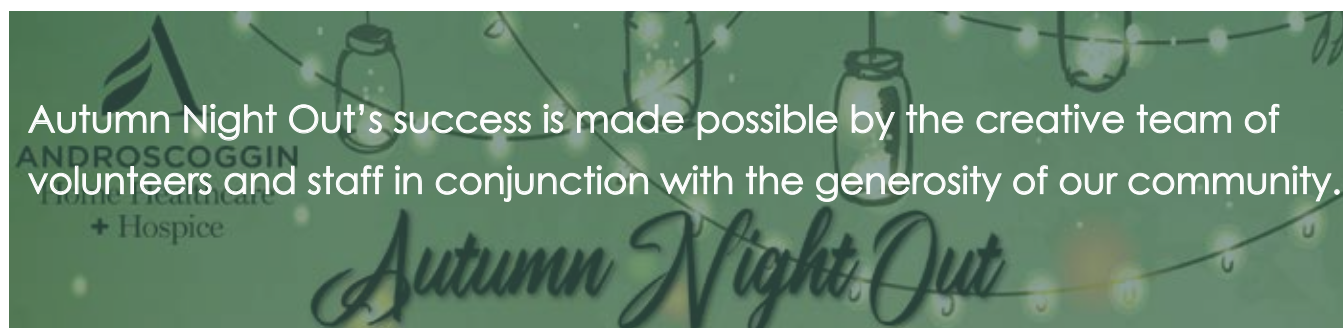
Reimagined from its initial inception as a 5k, participants formed teams to celebrate the lives and memories of loved ones, raised critical resources, and moved virtually at their own pace with their location and activity of choice – hiking, biking, swimming, and more – between May 10 and May 21. For our younger hikers, a StoryWalk featuring the book “Tear Soup: A Recipe for Healing After Loss” was on display at the YMCA Outdoor Learning and Education Center in Auburn. Resources raised through Hike for Hospice directly support Androscoggin's hospice program, ensuring that all Mainers have access to quality hospice care.



Autumn Night Out

In celebration of its 18th year, Autumn Night Out was able to return to an in-person event, outdoors and under the stars, on September 10 at the beautiful Poland Spring Resort. As Androscoggin's signature event comprised of dinner, an auction, and fireworks, Autumn Night Out has raised more than \$600,000, supporting compassionate and dignified end-of-life

care for hospice patients and their families. Each year's event includes a special paddle raise devoted to an immediate need. This year, donors supported Androscoggin's Bereavement Support programs, offered free of charge to help people cope with grief following the loss of a loved one.



2021 Autumn Night Out Committee and Volunteers

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Co-Chair

Cyndi Robbins

Co-Chair

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Dawn Youland
Kelly Jacobson
Mary MacMahon
Kevin Simoneau
Kim Beaudoin
Nancy Girouard
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In-Kind Donors 2021

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Healthcare + Hospice
Palliative Care Team
Ken J. Albert, RN, Esq.

Androscoggin Home
Healthcare + Hospice -
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Androscoggin Home
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Tim Conrad Photography
Valley Beverage
VIP Tires & Service
W.A. Mitchell Fine Furniture
Laurie Winsor
Wynter Friends
The Youland Family



Karen Flynn, RN,
Former Director of Hospice and Palliative Care

Androscoggin's Hospice House Has a New Kitchen – **Karen's Kitchen**

One of the great resources within the Lewiston-Auburn Community is Androscoggin's Auburn Hospice House. Opened in 2005 as the first freestanding hospice house of its kind in the state of Maine, the Hospice House has served more than 7,000 patients and their families. In 2020, Androscoggin recognized that time had laid its hands on the kitchen within the house, and set about with plans to completely renovate it as the first stage of multiphase program to refresh the Hospice House in its entirety.

Understanding that the kitchen is the heart of every home, Androscoggin's Foundation Committee of its Board of Directors recognized that the organization could not complete this project alone and set in motion what was to become the most successful campaign Androscoggin has undertaken since the Hospice House's Building Campaign in 2005. Chaired by Foundation Committee members, Mary and David MacMahon and Foundation Chair, Paul Andersen, they rallied the support of individuals, businesses, Androscoggin's own employees, foundations, and organizations both near and far in support of this vital renovation project for Androscoggin's hospice patients and their families.

Launched with great fanfare at the 2020 Autumn Night Out benefit and behind a lead gift from Androscoggin's Hospice House Dream Team, the

Community Capital Campaign to Renovate the Androscoggin Hospice House Kitchen was off to the races. Among the many enhancements planned were upgrades to patient accessibility, environmental safety, and the addition of a self-serve service area for patients and families.

In December, as the finishing touches were being placed on the newly remodeled kitchen, the Campaign Chairs announced that not only did this community-wide fundraising effort obtain its goal, but had surpassed it with more than 320 donors! More importantly, with this milestone achieved, it was also announced that the newly renovated kitchen and dining area would be named Karen's Kitchen in honor of **Karen Flynn, RN**, who retired from Androscoggin in 2020 as the Director of Hospice and Palliative Care after a 30-year nursing career. Karen was the first clinical house manager when the house opened in 2005, as well as a beloved state-wide hospice advocate.

It is with an enormous sense of gratitude that we recognize the more than 320 donors, who through their thoughtful and kind investments have not only renovated this wonderful community resource, but also have improved the future quality of our patients and families experience.

**For this, we wholeheartedly say,
Thank You!**

Hospice House Kitchen Renovation



“Here in the Hospice House, we feed people in every sense of the word and this new kitchen really helps us do that better.”

– Sarah Gillespie, Chaplain

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MAINE CENTER FOR PALLIATIVE MEDICINE

Experiences Significant Growth in 2021

Palliative medicine is specialized care that anticipates, identifies and treats physical, emotional, and spiritual discomfort in people with serious or terminal illness. With serious and terminal illness having a high prevalence in older adults, the demand for palliative services in Maine has seen rapid growth, as the average age of Mainers continues to increase. Maine Center for Palliative Medicine (MCPM) swiftly expanded clinical services this year to meet the communities' needs. In 2021, MCPM served close to 700 unique individuals; at the end of the year, the program was averaging a daily census of 250 patients.

Since the inception of palliative medicine at Androscoggin in 2017, the organization has invested significant clinical resources to the growth of this program. What started with two providers has grown to a staff of eight physicians and five nurse practitioners, and will soon be introducing social work services.

This robust clinical staff is dually trained in hospice and palliative care, providing palliative care for Androscoggin's community program, two local hospitals, and a newly launched outpatient clinic. In addition to their extensive palliative care work, the provider group is responsible for medical oversight of Androscoggin's large home hospice program and attending care at Androscoggin's 14-bed Hospice House.

Maine Center of Palliative Medicine staff invite you to join them in celebrating significant successes from 2021:

- Since March, the team has leveraged predictive analytics and a thorough chart review by the Palliative Care Nurse Clinical Coordinator to proactively identify and engage patients who may benefit from receiving palliative care services.

The value of this work was further recognized with a grant from the Davis Family Foundation for \$25,000 to fund the continuation of this work in 2022.

- In September, MCPM launched their first outpatient palliative medicine clinic, located in Lewiston, Maine on the St. Mary's Regional Medical Center campus.
- The program has experienced more than 30 percent growth in the number of individuals served annually (from 2020 to 2021), with 99.3 percent growth in the number of individuals served monthly (from January 2021 to November 2021).
- The creation of MCPM coupled with the program's exponential growth inspired the hiring (promotion) of the first ever Maine Center for Palliative Medicine Practice Manager, Brianne Genschel. Also hired to further ensure the smooth operation of our booming program was Julie Daniels, LSW, Palliative Care Coordinator.
- The development of the MCPM Nurse Practitioner Fellowship Program. The Program is currently accepting applications for its first year, with the fellowship anticipated to be launching in July 2022.
- Actively participate in the Palliative Care Quality Collaborative, which collects information on palliative care outcomes, establishes national standards, and informs research and quality improvement.

A special thank you to program leadership and staff whose compassion, integrity, and excellence has made these accomplishments possible. As the Maine Center for Palliative Medicine prepares for 2022, the energy and excitement of what lies ahead is palpable.

A Message From the Foundation Chair

Dear Friends,

I am delighted to report that 2021 was, despite the ongoing pandemic challenges, a good year for the Androscoggin Home Healthcare + Hospice Foundation as well as our overall community engagement and development efforts. We are very grateful as we look back over the year. Those listed within these pages are to be thanked for their unselfish and caring support of Androscoggin's people, programs, patients, and families, for whom your gifts mean so much.

Among the Androscoggin Foundation Board's responsibilities is our obligation to ensure the success of Androscoggin's Community Relations and Development Office programs and the stewardship for the resources you entrust to us. In 2021, the office invested time into improving its technology that manages the resource development efforts for the organization. These improvements have already increased the breadth and depth of our electronic and print communication channels while providing an ability to benchmark our results against national programs of similar scope and size in determining future strategies.

In November, Androscoggin welcomed Tom Fogarty to its senior management team as the organization's Community Engagement Officer. Tom has served as a resource development and community relations executive for more than 25 years, having served in both academia and healthcare, including two of Maine's leading healthcare organizations: Central Maine Healthcare and Mercy Hospital.

Now more than ever, our donors need to know their gifts are being utilized to the greatest benefit of our patients and families, a responsibility that Androscoggin and our Foundation Board take quite seriously. While it is our great privilege to accept and thank your generosity, it is also our pleasure to inform you that the resources you have entrusted to us are providing the greatest benefit possible to those we serve.

Among the highlights of our past fundraising year, I am thrilled to report, as one of the Co-Chairs of this effort, that our Community Campaign to Renovate the Hospice House Kitchen - named Karen's Kitchen, in honor of Karen Flynn - surpassed its goal of \$309,000.

Since the Hospice House opened in 2005, more than 7,000 patients and families have been cared for in the house. We are eternally grateful to all the individuals and organizations who so generously made gifts to this vital effort; know that your generosity has and will make a real and important difference for those we serve.

Additionally, this past year we were able to return in-person to our Autumn Night Out Benefit Auction, which raised more than \$100,000 while \$25,000 of which was designated for Androscoggin's Bereavement Services. In 2021, Androscoggin also awarded three \$2,000 scholarships from its newly created Julie Shackley Memorial Scholarship Fund held in our Long Term Mission Endowment. As many will recall, Julie was a nurse and educator, and served as the CEO and President of Androscoggin from 2005-2013. It is gratifying to know her passion lives on.

No report of gifts and giving would be complete if we did not express our deepest gratitude to the individual clinicians who travel millions of miles each year in service to our patients and families. As we remained in the throes of the public health crisis throughout 2021, these highly skilled and dedicated clinicians were there delivering compassionate and innovative care. Please know your thoughtful generosity to this organization directly supports their caring work.

This is an exciting time in the life of Androscoggin Home Healthcare + Hospice as we begin 2022. Every indicator is pointing to another strong year with the opportunities we have to work with communities throughout the state of Maine to advance its caring and compassionate mission. In the meantime, let's celebrate the wonderful accomplishments commemorated within these pages, and the support we have received by those whose gifts live on in our people and programs.

Sincerely yours,



Paul Andersen
Androscoggin Foundation Chair



HONOR ROLL OF DONORS

Androscoggin Home Healthcare + Hospice is eternally grateful for the thoughtful generosity of the individuals and organizations listed within these pages. Their gifts are a testament to the value they place in our charitable and compassionate mission.

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Employees Support Good Shepherd Food Bank

Androscoggin is fortunate to receive generous support from individuals, corporate partners, and foundations throughout our community. Because of this generosity, we are able to continue to provide high quality care to all – regardless of age or ability to pay. It is in this spirit of giving that Androscoggin also seeks to give back to the communities we serve.

Each year, Androscoggin employees choose a local nonprofit organization that aligns with our mission, vision, and values. Throughout the year, employees raise funds, volunteer, and collect in-kind donations where applicable. Past AndroGIVES partners have included Trinity Jubilee Center, New Beginnings, Androscoggin Humane Society, and Travis Mills Foundation. Since the program's inception, employees have donated their time and funds totaling \$11,616.

Androscoggin employees enthusiastically selected Good Shepherd Food Bank as the 2021 AndroGIVES community partner. Good Shepherd is a nonprofit organization with a mission to eliminate hunger in Maine by improving access to nutritious food for people in need, building strong community partnerships, and mobilizing the public in the fight to end hunger. In addition to distributing food to Mainers in need, Good Shepherd leads a statewide effort to combat the root causes of hunger by engaging in advocacy, nutrition education, and strategic partnerships. Through the kindness and generosity of Androscoggin employees, \$2,164 was distributed to Good Shepherd in addition to nonperishable food items collected through food drives throughout the year.





Bereavement Program

The Bereavement Department at Androscoggin Home Healthcare + Hospice has many offerings for children, teens and adults. They are offered throughout the year and are available to patients and their families as well as anyone in the community. There is never a charge for our bereavement services.

Adult offerings include **“Guidance through Grief”** groups: an eight-week general grief group for adults who have lost a loved one. We share stories, pictures, and fond memories in a safe and confidential setting. The eight-week groups are offered three times a year, in-person and virtually. We also offer **“Restorative Retelling,”** a ten-week grief support group for those who have lost a loved one in a traumatic way such as suicide, drug overdose, murder, automobile accidents and more. This group utilizes hands-on activities and relies on the concept of Post-Traumatic Growth. We occasionally offer a virtual grief book club **“Grieving Between the Lines,”** that serves as a gentler way to support adults who are not yet ready to attend a group in person or speak directly about their grief.



August of 2021 marked the seventh year for **“Camp Dragonfly,”** a daylong grief camp for children ages six to 17 and their parents or guardians. It has been made possible, due in large part, to the generous people at Tripp Lake Camp in Poland, Maine. Staffing for the camp includes our social workers, nurses, chaplains, bereavement department, and volunteers. We use art, crafts and music to help families learn healthy coping and communication skills. There are no words to describe the healing that is witnessed at Camp Dragonfly.

Meals & Memories occurs every year around the holidays. It is open to all ages who have experienced the loss of a loved one. Attendees bring their loved one's favorite meal. Everyone delights in sharing the memories these meals represent. The day also includes

crafting in honor of loved ones who are missed, especially during this time of year.

We also have books available for children and teens who have experienced a loss. ***When Someone Dies: A Child-Caregiver Activity Book*** is produced by The National Alliance for Children's Grief, formerly known as the National Alliance for Grieving Children. This is a thoughtful book that provides grief support to children and the adult accompanying them through their grief. Our selection of books not only support young people with grief after a loved one dies but can also be utilized after a traumatic event.

New York Life Foundation and The National Alliance for Children's Grief recently awarded the bereavement department a \$25k grant for our children's programming. We are excited about the many things this generous gift facilitates. We have plans for a once-a-month movie event **“Projections of Grief.”** Families will be invited to watch a movie with an element of grief in its content. Popcorn and drinks will be served and discussion will follow the movie. We will also be hosting **“The Art of Grief,”** a monthly grief art activity. All of the supplies will be sent to registrants and a video will be available online that will detail how to create the project and talk about the loss during the activity. Being able to ship these activities kits all over the state will remove one of the barriers of getting grief support to children and teens, even in the most remote areas in the state.

We will be offering a grief-and-loss support group to young people who are involved with **New Beginnings**, a support organization for children, teens and young adults who don't have stable family support and are at risk for homelessness. This group of young people experience many types of loss. Supporting them can positively affect their chances of success in their journey.

Through **Coalition for Grieving Children & Teens**, we educate our communities and have a central location to collect information about children's grief programming, which allows us to get our services to the kids in need.

All of our children's programming is made possible thanks to the National Alliance for Children's Grief, The New York Life Foundation, Tripp Lake Camp, and the many generous donors who pledged funds at our paddle raise event during our Autumn Night Out.

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Life Happens

At its core, Androscoggin is an organization dedicated to enhancing quality of life – something that does not always mean medical care. Sometimes, it's the seemingly small day-to-day details, extra gestures of kindness, or ability to simply remove one stressor that can enrich quality of life the most.

Androscoggin's Life Happens program is a charitable fund supported through staff donations, employee jeans days, and individual donors, created to improve the quality of patients' health and lives - however that may look to the patient and their family.

Over the course of 2021, Androscoggin provided more than \$12,000 to help patients attain a higher level quality of life, \$3,500 of which benefited pediatric patients and their families. From paying off a financed hearing aid for a patient wishing to hold conversations and listen to music, to purchasing a convertible crib for a set of grandparents unexpectedly becoming primary caregivers to an infant, and the 75 other patients we were able to assist throughout the year, Androscoggin remains committed in its pursuit to being an organization about living – in all the many ways that life happens.

Everyone's Looking for a Deal

The Community Need for Thrift Stores



"In my 30+ years of retail experience, I have always dreamt of having my own store that provided a huge community impact," Sharon Blake reminisced, "But I was never satisfied with the impact piece until I came to Androscoggin." Sharon is the Thrift Store Retail Coordinator for the Auburn Thrift Store and soon to be Augusta Thrift Store. "Coming to Androscoggin was a true dream for me because I could do the retail work I loved and marry that with the community impact of supporting Androscoggin Hospice Services with a group of volunteers that totally run the stores," Sharon said. "What started out as a new idea to raise money, that stemmed from the success of the annual yard sale, the Auburn Thrift Store has grown by leaps and bounds. Surpassing our annual goal by more than 1,000 percent, that idea has become a valuable income source to support our nonprofit goals.



We will soon be stepping into the Augusta community as an opportunity presented itself where we had office space with room left over. In it, we created an additional thrift store space to increase awareness within the community. People love a deal, and when they know they are helping an organization like Androscoggin, it is a big "win-win."

Opening a new location brings opportunities and challenges. In a time of a worldwide pandemic, where volunteering has taken a rather sharp hit, we are asking folks to help us be successful by safely joining with us to continue our good work that benefits their community.

We need volunteers to run this new location, community partners to work with us toward our goals, and to have lots of fun along the way. Join us or tell a friend who would enjoy being a part of our thrift store family.



Sharon sees the thrift stores as an opportunity to add exposure and brand awareness for Androscoggin within the region we serve. "Fifty to 70 percent of our shoppers are returning shoppers, but each day brings more new faces and the positive experience, well merchandised store, and quality of product. This ensures they will tell their friends and family and we will continue to grow," Sharon said.

As we finish setting up the Augusta Thrift Store, area residents are driving by to see what is going on. Many stop to say hello and get very excited about the store. This anticipation and awareness in a new market brings positive encouragement and feedback. "The feedback from Facebook alone shows how well received and popular such a store will be in the Augusta area," Sharon said, "so Augusta, get ready for the Androscoggin Thrift Store experience. This really is a dream come true."



facebook.com/AndroscogginHospiceThriftStore/

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Kenneth Albert, III, RN, Esq., President & CEO
Androscoggin Home Healthcare + Hospice

Androscoggin and Beyond

"...I look forward to working with the talented NAHC team, its dedicated Board of Directors, and all of our remarkable members as we navigate together the many changing dynamics of the health care delivery system in the United States."

Androscoggin President and CEO, Kenneth Albert's passion for ensuring individuals and families receive the right care at the right time is demonstrated daily through his commitment and dedication to Androscoggin's patients and employees. This perseverance, however, is recognized not only throughout our community, but on a national level as well.

A member of the National Association for Home Care & Hospice (NAHC) since 2019, Albert has been appointed as the association's Board Chair for the 2022–2024 term – a next step in Albert's relentless pursuit to advocate for providers of care in the home and their patients.

"I am incredibly honored to have been elected Chairperson of the Board of Directors for NAHC," says Albert. "Serving on the Board for the last three years, my respect endures for the important work that NAHC achieves for its members and the patients and families that we all serve. As a sector of the health care delivery continuum, home based health care continues to evolve as a vitally necessary service for millions of Americans. We are increasingly integral partners for our hospitals, medical practices, and health care facilities in the communities we serve. Medicare, Medicaid, and other third-party payer beneficiaries – from birth to end of life – rely on the care we provide to achieve quality outcomes and enhance

overall quality of life. I look forward to working with the talented NAHC team, its dedicated Board of Directors, and all of our remarkable members as we navigate together the many changing dynamics of the health care delivery system in the United States."

Albert's background is rich in medical experience, including 17 years of clinical practice in emergency and intensive care settings. In that time, Albert served as Director of Emergency Services at Central Maine Medical Center (CMMC), as the Administrator of the Occupational Health Center affiliated with CMMC, and as the Lewiston Site Manager for LifeFlight of Maine. Additionally, Albert spent five years as a traveling critical care nurse working in metropolitan, rural, and tribal communities across the United States. He also served for several years as an adjunct faculty member at New England College where he taught Legal Issues in Health Care Administration.

Prior to Albert's appointment of President and CEO of Androscoggin Home Healthcare + Hospice in June of 2016, Ken served as the Director and Chief Operating Office of the Maine Center for Disease Control and Prevention, and the Director of the Division of Licensing and Regulatory Services within the Maine Department of Health and Human Services. Before joining the Department in March 2012, Ken practiced law for several years in Lewiston, Maine, specializing in health law, professional licensing, and regulatory and compliance law. In addition to his service to Androscoggin and NAHC, Albert presently serves as Chairman of the Board of Trustees for Maine College of Health Professions.



Members of the Clover Health Care team celebrate Margaret Quinn (middle) winning of the 2021 Excellence in Long Term Care Award.

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Karen Flynn continues to inspire with her music at Camp Dragonfly.



At their annual summer barbeque, Moody's Collision Center's presented a gift of bird feeders and seed to Androscoggin's Hospice House.



A special visit to the Hospice House from Roundabout Farm Miniature Horses from Buckfield, Maine.

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Mr. Roland L. Soucy
Mr. Jason Spears
Mr. and Mrs. Paul R.
Spencer, Sr.
Ms. Freida Spitz
Mr. and Mrs. Rick Spooner
Mr. and Mrs. John W. Springer
Mr. and Mrs. Thomas J.
Spugnardi

Mr. and Mrs. Ken Stockford
Ms. Cynthia M. Stocks and
Mr. Michael A. Boucher
Mr. Marlen W. Stocks
Ms. Katie Stokem
Ms. Anita Stone and
Ms. Monique Y. Couturier
Mr. and Mrs. Robert D. Stone
Ms. Jessica Story
Ms. Ann Marie Strong
Mr. David Strout
Ms. Laura J. Sturgis
Mr. and Mrs. Daniel J.
Sullivan, Jr.
Ms. Paula M. Sullivan
Mr. and Mrs. Richard
Suszczyński
Mrs. Jeannette Sutton

Mr. and Mrs. Richard G.
Therrien
Mr. Fred W. Thibeau
Ms. Bette J. Thibeault
Mr. and Mrs. Daniel G.
Thibodeau
Ms. Taylor Thiboutot
Ms. Marissa Thiele
Mr. and Mrs. Eben B. Thomas
Ms. Claire D. Thompson
Mr. and Mrs. Terry Thompson
Mr. and Mrs. Tim Thompson
Ms. Pauline B. Thorpe
Ms. Pricilla A. Tietjen
Ms. Dorothy J. Titcomb
Ms. Jane Tolman
Ms. Elizabeth Toothaker
Ms. Emily Toothaker

BEN SULLIVAN, Communications and Marketing Manager for Androscoggin Home Healthcare + Hospice, was named the 2021 recipient of the Home Care & Hospice Alliance of Maine Media Award during a virtual presentation held December 15, 2021.



The organization's Media Award is presented annually to an individual or group recognizing an outstanding contribution to the health of Maine residents living at home through the use of television, radio, newspapers, or magazines. Sullivan was selected from a pool of nominees based on his extraordinary skill for heartfelt storytelling through video, photography, music, and the written word, as well as his talent for conveying the patient experience, resiliency of providers, and importance of quality of life.

"Ben not only understands the mission of a particular organization; he authentically appreciates and communicates the value of home health and hospice services in the health care continuum," said Kenneth Albert, R.N., Esq., Androscoggin President and CEO, adding, "whether his goal is advocacy, fundraising, celebration, education, resilience building, or simply acknowledging a holiday, Ben delivers with heart, making his work relatable and inspiring."

Ms. Lindsay Toothaker
Tops Maine #0270
Mr. and Mrs. Donald E. Towle
Ms. Norma Towle
Mr. and Mrs. Norman J. Towle
Town of Dedham/ Dedham
School System
Mr. and Ms. Roland R. Tremblay
Ms. Nancy Tremblay
Mr. and Mrs. Thomas Tremblay
Ms. Debra Trenoweth
Ms. Bettie B. Tripp
Mr. and Mrs. Martin J. Troy
Mr. and Mrs. Gregory E.
Trundy
Ms. Ruth Tucker
Mr. and Mrs. Mark Turcotte
Ms. Ruth Turcotte
Mr. Allan Turgeon
Mr. and Mrs. Joseph Turmelle
Ms. Mary F. Turner-Harrington
Ms. Teresa Umbro
United Way of Greater
Portland
United Way of Greater
Rochester and the
Finger Lakes
Mrs. Mary Ann Vallee
Mr. Peter Van Oosten
Mr. and Mrs. Paul Varle
Ms. Marissa Varney

Mr. and Mrs. Gary Veilleux
Mr. and Mrs. Larry J. Veilleux
Mr. and Mrs. Steven C. Verrill
Ms. Elsa Vieira
Mr. James A. Vieira
Ms. Mary Villa
Ms. Shannon Vincent
Mr. and Mrs. Thomas E.
Vining
Ms. Sandra L. Violette
Ms. Suzanne M. Wade
Ms. Nancy A. Wadleigh
Mr. and Mrs. Harold
Wahnowsky, Jr.
Ms. Martha M. Wakefield
Mr. and Mrs. William W.
Waldron
Mr. Dean Walker
Ms. Dorothy C. Walker
Ms. Jan Walker
Mr. and Mrs. John Walker
Ms. Laurel Walker
Mr. Eric Walsh
Ms. Crystal Ward
Mr. and Mrs. Jeffrey S. Ward
Ms. Jerilyn Ward
Ms. Laura Ward
Mr. Wayne Wardwell
Mr. and Mrs. Charles Ware
Mr. and Mrs. Lauris
Waterhouse

Mr. Michael Waterhouse
Mr. Robert D. Waterman, Sr.
Mr. and Mrs. Andrew R.
Watson
Ms. Marlie Watson
Mr. and Mrs. Donald Webber
Ms. Molly Webster
Ms. Nancy Weingarten
Ms. Marguerite Welch
Ms. Irene Weld
Mr. and Mrs. Richard
Whitmore
Mr. and Mrs. Jacob Whittier
Mr. and Ms. Herbert S.
Whittier
Mr. and Mrs. Merwyn L.
Whynot
Ms. Margaret Wight
Mr. and Mrs. Arthur N.
Wilkins
Ms. Jean P. Williams
Ms. Pearl Williamson
Ms. Zara Willis
Mr. and Mrs. Jeffery Wing
Ms. Jennifer Wing
Ms. Dorothy T. Woodhead
Ms. Roxanne Worster
Mr. and Mrs. Richard W.
Wotherspoon, Jr.
Mr. and Mrs. Kelly Wright
Ms. Lucienne Wright

Mr. and Mrs. Steven Wright
Ms. Cynthia Wurple
Ms. Marion G. Wyman
Ms. Linda Yeaton
Mr. and Ms. Eric Yoder
Ms. Wendy Youmans
Mrs. Joan E. Young
Mr. Charles M. Zacks and
Ms. Sandra L. Parker
Mr. and Mrs. Rene R.
Zaldumbide
Mr. and Mrs. Mark Zarrow

Androscoggin Home Healthcare + Hospice recognizes those listed within these pages for their generosity and kindness. Every measure has been taken to ensure the accuracy of this report. Should you find a discrepancy, please bring it to the attention of the Development Office and accept our apologies.



“Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has.”

– Margaret Mead

This quote has resided in every office of mine at each job I’ve held; at Androscoggin, the sentiment especially rings true. When I think of each individual who comprises our organization – our staff, clinicians, therapists, leaders, volunteers – these words resonate deeply. While as a collective we are not a small group, we are thoughtful and committed: thoughtful in the way we approach our work, and committed to ensuring that we do our very best every day.

Androscoggin’s mission, at its core, is to provide excellent care to our patients. The pandemic challenged us. What these challenges brought to light was that taking care of our patients well was incumbent on taking extraordinary care of each other. We leaned on our culture and rallied together, and in doing so, created space to keep each other strong.

- We created resources to support each other in the midst of the pandemic: a web resource “Coping Through Hard Times”, a virtual book club, wellness challenges, a Care Connection series, and a Clinical Support group.
- Our Cultural Diversity Inclusion team engaged with us in ways that expanded our understanding of ourselves and each other; we are moving beyond fitting in and focusing on belonging.
- We continue to develop our staff, clinicians, and leaders through mentoring, management day, and focused clinical education.
- Our culture of upholding an “open door” ensures that everyone can have a voice and be heard.
- We have grown our clinical teams to meet the needs of our communities through a recruitment campaign that shares the “why” of our people.
- Last, but certainly not least, Androscoggin was once again recognized as a Best Place to Work in Maine – tremendous honor during the best of times.

As I reflect on 2021, I am proud of each one of us. When I look at our organization, I see strength, resilience, kindness, respect, and a commitment to our mission, our patients, and each other.

All my very best,

Katy Sperl

Katy Sperl, M.S.M., PHR, SHRM-CP
Chief Human Resources Officer

2021 VOLUNTEERS

Irene Adams	Margaret Hoffman
Ronald Adams	Juliann Jalbert
David Allen	Maria James
Pauline Angelides	Barbara Johnson
JoAnne Badger	Carol Johnson
Mary Damour-	Donald Johnson
Barker	Shirley Joseph
Jeannine Begin	Linda Keene
Anne Behnk	Charles Kettell
Betty Bell	Therese Lacasse
Kathleen Bidwell	Holly Lachance*
Claire Bilodeau	Cindy Larock
Bonny Bishop	Linda Lee
David Blocher	Maryann Leonard
Eric Bowie	David MacMahon
Cynthia Boyd	Mary MacMahon
Cynthia Bridgham	Bonnie Marien
Marita Bryant	Dianne Massey
Georgette Chartier-	Peter Mauro, Jr.
Carney	Todd McKenna
Nancy Coombs	Kelly Millet
Kathleen Cormier	Jane Mitchell
Mary Cormier	Claire Moore
Sharon Cresci	Jean Moore
Paula Curtis-Everett	Carol Morin
Julie Cushman	Cora Mugford
Sydney Danforth	Ann Nicholas
Nancy Davis	Mary Ann Norcross
Marcel Deschaines	Robert Oliver
Nicole Ditata	Julie Ouellette
Barry Drake	Cynthia Peters
Peter Driscoll	Jack Pierce
Doris Ducharme	Agathe Poulin
Patrica Dupont	Gerard Poulin
Paul Dupuis	Derralyn Rennix
Susan Dyche	Joyce Richmond
Elaine Elliott	Norma Roberge
Alan Elze	Robert Roberge
Jan Fenno	Pauline Robinson
Patty Frechette	Jan Roundy
Nancy Fyke	Sylvia Schrock
Kevin Gallagher	Lyn Swan
Herman “Skip”	Janette Sweem
Gans	Nancy Tebbetts
Barbara Gavin	Christy Tisdale
Christina Geary	Barbara Toner
Dorothy Gibbert	Elwood Trask
Paul Gillis	Susan Trask
Susan Grenier	Christina Twitchell
Timothy Griffin	Cecile Verreault
David Griffiths	Mary Wade
Linda Haley	Helen Warren
Gloria Hall	Jonathan Whitmore
Patricia Hall	Sheryl Whitmore
Amy Hart	Jan Williams
Bonnie Hayes	

*has since passed

In Grateful Appreciation of the Years of Service

Androscoggin Home Healthcare + Hospice is deeply grateful for our trusted colleagues and friends who retired from the organization in 2021. Collectively, they represent 348 years of skilled and dedicated service to Androscoggin's patients and their families throughout the communities in which they have served. We wish them all the best and celebrate this milestone as they begin a new chapter in their lives.

Jeannine Roy

Billing Coordinator
Lewiston Office
37 years

Jeanne K. LaForge

Insurance/Authorization Specialist
Lewiston Office
35 years

Linda Jenkins, RN

Lewiston Office
32 years

Anita E. Lane, LPN

Lewiston Office
27 years

Valerie A. Levasseur

Administrative Team Assistant
Lewiston Office
25 years

Mary Jo Bickford

Physical Therapist
Lewiston Office
24 years

Nancy J Coleman-Murphy, RN

Norway Office
23 years

Patricia J. Clark

Occupational Therapist
Lewiston Office
19 years

Beatrice B. Graham, RN

Lewiston Office
19 years

Terence Cronin

Hospice Chaplain and Preceptor
Lewiston Office
18 years

Monalisa D. Frost C.N.A.

Lewiston Office
16 years

Trudy W. Toothaker, C.N.A.

Lewiston Office
15 years

Maureen M. Andrew, RN

Hospice House
14 years

Patti A. Yates, C.N.A.

Norway Office
13 years

Kimberly R. Chesley

Administrative Coordinator
Lewiston Office
11 years

Christine M. Abbott

Social Worker LSW
Norway Office
6 years

Molly G. Webster, RN

Hospice House
9 years

Janet P. Tucker, RN

Norway Office
5 years

Thank you!

Career Milestones

Androscoggin Home Healthcare + Hospice is delighted to recognize the following colleagues who have reached important milestones in their careers with us. Their uncompromising dedication and commitment to our patients, their families, and our organization is seen daily in the skill and work they bring. They are an essential component of why Androscoggin is the most respected and innovative home healthcare and hospice provider in Maine.

Irene Theriault

Augusta Office
40 years

Susan Peterson

Lewiston Office
35 years

Margaret Quinn

Lewiston Office
35 years

Charlene Decker

Wilton Office
30 years

Angela M. Richards

Lewiston Office
30 years

Susan Robichaud

Lewiston Office
30 years

Michelle Stebbins

Lewiston Office
30 years

Jeannine Bissonnette

Lewiston Office
25 years

Nancy Palmore

Lewiston Office
25 years

Ann C. Perkins

Lewiston Office
25 years

Cheryl Steele

Norway Office
25 years

Sherri L. Tanner

Norway Office
25 years

Claire M Bennett

Hospice House
20 years

Terri L Greenwood

Wilton Office
20 years

Gwen E. Pierce

Bridgton Office
20 years

Jody L Proctor

Norway Office
20 years

Karen Bennett

Norway Office
15 years

Sarah D. Berry

Norway Office
15 years

Caryn D Bourgoin

Lewiston Office
15 years

Varneta M. Burke

Lewiston Office
15 years

Garrienne Dulac

Hospice House
15 years

Amanda LaBonte

Hospice House
15 years

Kathleen M. Langelier

Lewiston Office
15 years

Renee M. LaPlant

Wilton Office
15 years

Mary E. Leconey

Norway Office
15 years

Shane M. Levasseur

Lewiston Office
15 years

Sarah T. Poussard

Lewiston Office
15 years

Karen D. Rodrigue

Lewiston Office
15 years

Paulette Tabb

Norway Office
15 years

Tina M. Charest

Lewiston Office
10 years

Shauna C. Lane

Bridgton Office
10 years

Tanya L. Morissette

Hospice House
10 years

Nastasha H. Stitham

Hospice House
10 years

Jessica L. Story

Lewiston Office
10 years

Maybrie B. Weisman

Wilton Office
10 years

Kenneth J. Albert

Lewiston Office
5 years

Lisa I. Avery

Lewiston Office
5 years

Katrina D. Bean

Norway Office
5 years

Lynzie M. Bowie

Lewiston Office
5 years

Jennifer E. Dimond

Hospice House
5 years

Heather A. Gibbert

Lewiston Office
5 years

Lisa M. Janke

Lewiston Office
5 years

Rebecca L. Leighton

Hospice House
5 years

Heather A. Leonardo

Lewiston Office
5 years

Rebekkah J. Mathieu

Hospice House
5 years

Jessica A. Miller

Lewiston Office
5 years

Robert K.A. Morrison

Lewiston Office
5 years

Lori A. Pelletier

Hospice House
5 years

Barbara K. Ragsdale

Bridgton Office
5 years

Darren C Roundy

Wilton Office
5 years

Kristel L. Samson

Lewiston Office
5 years

Erin M. Sookma

Lewiston Office
5 years

Nancy D. Tremblay

Lewiston Office
5 years



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.



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Lewiston, ME 04240

androscoggin.org

207.777.7740 or 1.800.482.7412



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Upcoming Events

Hike for Hospice

May 14, 2022 • 9:30am–2:00pm • Pineland Farms, New Gloucester

This family-friendly event is a celebration of the lives of people we have loved and lost. Enjoy a day of hiking, complimentary snacks, live music, raffles, and camaraderie on the grounds of one of Maine's most beautiful outdoor recreational areas.

Butterfly Release

July 16, 2022 • 11:00am–1:00pm • Geiger Elementary School, Lewiston

Nearly 800 beautiful butterflies are released after a moving ceremony of the reading of individuals' names who have passed in hospice care.

Autumn Night Out

September 9, 2022 • 5:00–9:30pm • Poland Spring Resort, Poland

Benefit Auction

Heading into its 19th year, Androscoggin's signature gala has raised more than \$600,000 for hospice care since its inception.

Remembrance Ornament

November 1, 2022

A holiday tradition that kicks off each season with a handcrafted, limited edition pewter ornament, made available for purchase to memorialize or honor a loved one.