



Comfort, care and support  
when home is where you want to be . . .

October 2020

Dear Friend of HCS,

*Board of Directors*

What a year it has been.

*Julie Greenwood  
Chair*

The challenges to personal and public health we have experienced since March 2020 have not been seen since the Spanish Flu of 1918 - the year that the Visiting Nurse Service began in Keene New Hampshire, marking the genesis of HCS.

*Jane Larmon  
Vice Chair*

While we at HCS were not expecting a pandemic, we were prepared for one. As a Medicare Certified Home Health and Hospice organization, we are required to have a formal, written Disaster Plan. That plan covers a variety of possible disasters from storms, to information system hacks, to facility flooding, and to infectious outbreaks.

*Eric Horne  
Treasurer*

*Susan Abert  
Secretary*

Thanks to support from generous donors like you, HCS' nimble Information Technology Team was able to set up new hardware for 40 staff to work from the safety of their own homes. We protected all staff including front line clinicians and Meals on Wheels drivers with N95 masks at a cost that escalated everyday due to a scarcity market. We took the leap to provide telehealth visits despite no reimbursement from our largest payer source, Medicare, simply because it was the safest approach for staff and for patients.

*Betsy Cotter  
Director at Large*

*Allen Mendelson  
Immediate Past  
Chair*

How were we able to do this? How are we able to state to you today that no HCS employee has tested positive nor become ill with the COVID 19 virus despite serving more than 600 patients and families in their Monadnock region homes each day?

*Dianne Bolton*

*Mike Chelstowski*

We counted on your donor support.

*Mary Davis*

Donor dollars allowed HCS to offset the increased expense of technology, PPE protection, and ongoing education during the peak of the COVID 19 Pandemic.

*Julie Green*

*Maureen O'Brien*

Now, we are preparing for the "next round". We know that Winter of 2020- 2021 will bring formidable challenges. We will need to better equip our staff with devices that provide more powerful connectivity for telehealth care and we are preparing to be at the forefront of our community's COVID 19 vaccination effort once a safe vaccine arrives. We must rely upon donors to fund these efforts which take thoughtful planning and we ask that you consider a gift to HCS to continue to keep our community safe and healthy.

*Brian Reilly*

*Judy Sadoski*

*David Stinson*

*David Therrien*

Thank you so much for all you can do for HCS!

Sincerely yours,

Maura McQueeney, President and CEO

*Donations may be tax deductible as allowed by IRS guidelines.*

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