

APPENDIX L-5

Home Health & Hospice Care Board of Directors' Meeting Minutes dated April 6, 2021

(confidential treatment requested)

Home Health & Hospice Care

BOARD OF DIRECTORS MEETING MINUTES

TUESDAY APRIL 6, 2021

4:00 – 5:30 P.M.

REMOTE MEETING VIA ZOOM

- Attendees:** Elizabeth Cote, John Getts, Dee Pringle, Sue Berube, Ken Bridgewater, Rolf Goodwin, Linda Robinson, Jolie Blauvelt, Peter Chaloner, Sandy Rodgers, Jennifer Yeomans, David Phillips, David Christensen, John Truslow, Lisa Law, Stephanie Wolf-Rosenblum MD and Eileen Beckhardt Freedman.
- Absent:** Pat Bernini, Marcia Donaldson, Scott Toothaker, Scott Flegal, and Jeanine Kilgallen.
- Staff:** Tina Andrade, Ruth Ellen Whitney, Barbara Lafrance, Brenda Rugg, Lucy Saia, Ellen Sorensen and Julie Stone.

Welcome

Elizabeth Cote

Elizabeth opened the meeting by welcoming our new board member, Eileen Beckhardt Freedman. Eileen is a past board member and we are honored to have her with us again.

Business

- Approval of March 2, 2021 Minutes Dee Pringle
Motion was made by Rolf and seconded by Peter to accept the March 2, 2021 Meeting Minutes as presented. Motion carried
- Treasurer's Report Rolf Goodwin / Ruth Ellen Whitney
Motion was made by Jolie and seconded by Peter to accept the February 2021 Financials as presented. Motion carried.
- Form 990 Approval
Motion was made by Jennifer and seconded by Rolf to approve the 990 Form as presented. Motion carried.

Board Presentation

Tanya Prather

- Volunteer Services during Covid-19
Tanya started her presentation stating that this was *A Year like No Other*.

Even through Covid, the volunteers still wanted to volunteer and make a difference.

Tanya went through a slide show covering the many volunteer projects, from mask making to making meals for the staff, and numerous tasks in between.

Everyone pulled together during this tumultuous time. Amber did a great job on social media, making people smile. Last April, one of the volunteers had 10 puppies playing. We posted that adorable picture just to share a smile.

John thanked Tanya for the leadership that she gives the volunteers, she knows their strength and he wanted to make sure that Tanya knows that she's so valuable to our agency. April is Volunteer Month; we have some activities recognizing our volunteers. Tanya thanked us for letting her share.

President's Report

John Getts

Since our last board meeting, we have begun to share with, and receive from Solution Health, documents for review relating to our due diligence affiliation activity. A combination agreement (definitive agreement) is currently being drafted and costs associated with any shared services, under this agreement, are being determined. Ellen Sorensen, Ken Wilde and I are meeting this week with the SH Chief Information Officer to evaluate and discuss costs associated with joining the SH EPIC electronic medical record system. Last week our board work group met with our HHC legal counsel and received an update. Based on the process at this time, it is estimated that we may have a draft agreement for the board to review and discuss at our May meeting.

In the meantime, Barbara, Lucy, Julie and I are now meeting monthly with our Manchester VNA peers to identify opportunities, working together more collaboratively, to enhance our services within our communities. This morning I also met with the new President of SNHH, Scott Wolf. During this meeting Scott, who is a physician, shared his vision regarding the importance of homecare not just now but in the future. He also shared his personal experience with hospice care and the tremendous value of this service. Scott is planning to tour the Community Hospice House in the near future.

As we continue to track the changing healthcare landscape in New Hampshire, I remind the board that the Concord Regional VNA and the Central New Hampshire VNA are merging as of April 15th. The new name of the combined organizations will now be called "Granite VNA". Together, they are the largest VNA provider in our state.

The clinical leadership team recently solicited feedback from our field staff regarding support received during this past year focused on COVID. At least 97% of respondents felt: supported during the pandemic, supported by their manager, felt communication from leadership has been effective and felt they had the supplies needed to feel safe. I am very thankful for the tremendous work and efforts of the leadership team and all staff for their impressive teamwork and support of one another during an especially difficult year. The overwhelming support of our volunteers, the community and our board has also been so essential and appreciated over this time.

Barbara gave a quick update with uplifting news on CHH. Vaccinations are helping the morale; people are smiling more. The house is now allowing more visitors, up to 4 per family. Even more are allowed

due to compassionate exceptions. Barbara is very hopeful that in May the house will open up to 8 visitors per room.

The staff wants the families to visit. The volunteers have been essential, especially at the front desk, screening and taking temperatures.

The patios will soon be open, but guests still need to wear masks. The house looks beautiful; there are new blinds for all the windows (made possible through a grant), and the HVAC is now completed. Everyone is very excited about it. There are still a few final inspections for the HVAC.

We are now providing rapid testing for patients and we are fortunate to be supported by the community.

Volunteer's first love is being with patients. As things are opening up, additional protocols will be developed.

We will be reintroducing the volunteers to the nursing homes, matching them 1 on 1 with patients; it is also preferred that they stay in the same facility and that they follow nursing homes protocol.

Stephanie would be happy to present to us the same presentation that she gave the Nashua Rotary. Staff and BOD members will be invited.

Peter asked about foot clinic. Lucy stated that she recently had a meeting to review this program. As our new Covid cases are reduced, our plan is to call our foot clinic sites and ask them if they are ready to open again, keeping in mind infection control practices.

Chairperson's Report

Elizabeth Cote

Board Sharing:

- David Phillips and his Friends of Aine were featured on the NH Chronicle. We can request the link. It featured a couple of interviews; it was great exposure. Jolie said they did a great job. David was very grateful for the story. Important topic and unusual for Chronicle. There was an expansion of requests for help. The timing was perfect.
- John had 2 remote meetings with staff. It's recorded and the staff is appreciative of this information.
- We held a joint listening session with SH with 54 participants. The audience was varied with people from Elliot, Concord VNA, SH & HHC employees, and BOD members. Good questions were asked and no concerns were expressed during the meeting.
- Once a definite agreement is signed, the Attorney General will host a formal listening session.
- Ken was not surprised by the lack of attention that this has created. The proposal is a complex one for people who are not in the organizations; people are sitting back not worrying. It also speaks to the degree of confidence the community has in us.

Committee Update

- Development

Ken Bridgewater/Tina Andrade

Ken stated that we are still having great support from the community and he is honored to be chairing such an enthusiastic group.

- Virtual Wine Tasting was a great success, netting \$██████. Everyone had lots of fun.
 - Tina & Ken thanked Sandy for leading the Fund-A-Need portion of the event.
 - Ken also thanked all the BOD members who participated.
 - An unknown man donated \$██████. He had several family members go through CHH
- Spring Appeal has received 163 gifts totaling \$██████ so far.
 - The Barker foundation \$██████ (\$██████ earmarked specifically for CHH)
 - Terry Romano left a legacy gift of \$██████.
- The Human Touch Magazine will be going out in a few weeks.
- Our Golf Tournament is scheduled for June 7. We have over \$██████ in sponsorship so far. We need a lot more. Ken asked the BOD to think of who you know, what businesses would be interested in sponsoring.
- Ken has already signed his team up.
- We received \$██████ from Boston Billiards during gambling week!
 - Tomorrow, NH votes on historic horseracing, then maybe next year we might get even more money.

This is all good news. Tina stated we have a very wonderful Development Committee and the best BOD in the world. Tina is pumped up to have Eileen back with us. We are so fortunate. Tina wishes this would keep happening, and have all the retired BOD members rejoin us!

We have close to 100 Legacy members and they are listed on donor pages.

- At the end of the day, people's plans change. It's not the kind of thing that we can count on, and some are a great surprise.
- Our legacy society is very important; more participation can be encouraged.
- Ken reminded the BOD that the legacy promise can also be a % of their estate.
- Sandy stated that you don't have to tell anyone ahead of time how much you plan to leave as a legacy.
- As Tina was going through the donor pages of Human Touch she was struck that there were 15 pages of donor gifts! The support that this organization has is absolutely remarkable.
- So if you don't see your name, consider having it there. – Ken.

Elizabeth thanked everyone for participating. Next time we would like everyone to get on at 3:45 if possible, allowing more time for socialization before the meeting.

Motion was made by Ken and seconded by Linda to adjourn the meeting. Elizabeth adjourned the meeting at 5:37 p.m.

Respectfully submitted by: Dyan Parker, Executive Assistant

Reviewed and approved by: Dee Pringle, Board Member, Secretary