



north country healthcare



North Country Home Health & Hospice Agency

MARYANNE M. ALDRICH

Director of Community Relations & Development



**North Country Home
Health & Hospice Agency**

536 Cottage Street
Littleton, NH 03561

P 603.444.8324

E maldrich@nchhha.org | nchhha.org

October 13, 2020

City of Berlin
James Wheeler, City Manager
168 Main Street
Berlin NH, 03570

RE: FY2021 Town Allocation Request - \$10,000

Dear Berlin City Council:

North Country Home Health & Hospice Agency (NCHHHA) is a non-profit 501(c)(3) organization that provides quality, home health and hospice care to patients in towns covering all Coös County and northern Grafton County; covering approximately 2,705 square miles with a combined population of 76,000. The Agency's programs deliver quality, compassionate care to both home-bound and terminally-ill patients, while at the same time providing support to their family members, especially those who are also courageously providing end-of-life care to their loved ones. NCHHHA operates as an affiliate of North Country Healthcare.

We respectfully submit this letter of request for financial support in the amount of \$10,000 for our home care and hospice services, which we proudly provide to the residents of Berlin. As you know, city funding is critically important due to lowered reimbursement rates putting a great strain on our resources. Funds are therefore used to augment under reimbursed or unreimbursed costs.

By having geographical teams of clinical staff and supportive care staff, some who are residents of your town/area, NCHHHA continues to make it possible for hundreds of people each year to continue to fulfill their desire to remain in their own home. We coordinate all aspects of our client's care such as nursing, rehabilitation services, personal care, and homemaking/companion support with a keen attention to detail directed toward individual needs. It is the respect for our client's values and expectations that has earned us the reputation for providing compassionate home health and hospice services.

The mission of NCHHHA is: To provide quality home health and hospice care, utilizing a holistic approach, while working in collaboration with all community resources, to meet the comprehensive needs of the clients and their families, in a cost-effective manner. It is through the support of the community donations that makes it possible for our Agency to continue this mission. Many of our services provide vital care to the community and prevent further complications with our client's medical issues. The following is a breakdown of the three distinct continuum of care models that we proudly provide to your community: (1) medical skilled care professionals licensed by either the New Hampshire Board of Medicine, Nursing or New Hampshire Office of Allied Health, (2) specially training hospice professionals focusing on the end of life care and (3) long term care professionals who provide supportive services to community members to help keep patients living independently in their communities for as long as possible. All medically necessary services are provided 24 hours a day, seven days a week. In addition, we also provide complimentary health screening clinics in various communities.

The Berlin community can depend on us to always strive to provide the highest level of care possible while they're in the comfort of their homes. Therefore, it is our sincere hope that the residents of Berlin will continue to support North Country Home Health & Hospice Agency in the requested amount of \$10,000. We are always grateful for the opportunity to serve your community and would greatly appreciate your continued support and confidence.

Additional information about our agency and our services may be obtained on our website: www.nchhha.org. Or, should you have any additional questions, please do not hesitate to call me at (603) 444-5317.

Sincerely,

Michael J. Counter
President