



*Compassion*  
CONNECTION

APRIL 2026

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## A Year of Impact, Compassion, and Community Strength

What an extraordinary year of caring for our community. Thanks to the generosity of donors like you, the Elliot VNA continued to deliver trusted, compassionate support to patients and families across 35 communities - meeting people where they are and ensuring comfort, dignity, and hope in every moment of care.

This year, your partnership helped us expand programs that make home-based care more accessible, deepen the reach of our hospice and palliative services, and strengthen the delivery of home health and maternal child health care - wrap around support that families rely on during life's most vulnerable times. From skilled clinical expertise to the quiet, meaningful presence of our caregivers and volunteers, every interaction reflected our mission in action.

We also grew our community outreach, broadened volunteer engagement, and invested in new ways to support patients at every stage of life. These milestones weren't just organizational achievements - they were human ones, made possible by your belief in compassionate care close to home.

I invite you to look back at the moments, stories, and connections that shaped this remarkable year for the Elliot VNA.

Your support made all of this possible. Thank you for standing with us, for believing in our mission, and for helping ensure that every patient and family receives the care they deserve.



**Catherine Frasco, PT, DPT, MS**  
Vice President  
Home and Community Services



## Home Safety: Falls Prevention Event Recap

The Elliot VNA provided a well-attended presentation on Home Safety: Falls Prevention to community members on Thursday March 19, 2026. The presentation was led jointly by VNA clinicians Scott Plourde, MPT, clinical team manager and VNA team member Alicia Wood OT/L. They gave the attendees a well rounded, practical look at staying safe and independent at home. Together, they explained how strength, balance, mobility, and home environments all contribute to falls risk, each offering their own expertise in a way that was approachable and empowering.

Scott demonstrated exercises to improve balance and leg strength with a walker and a cane, while the Alicia focused on activities of daily living, home safety modifications, and adaptive strategies that make routines safer and easier. Guests Tanya Flag, RN, injury prevention coordinator and Nancy Griffin, fitness services supervisor, provided helpful information and personalized tips that could be incorporated into daily life. The presentation raised awareness and helped people understand that preventing falls is achievable with the right knowledge and support! The evening ended with a lively Q&A session!



## Carol Richards Honored at Spirit of NH Volunteer Awards

On October 27, 2025, volunteers from across the state gathered for the annual Spirit of NH Volunteer Awards at the Capitol Center for the Arts in Concord. The event celebrated the extraordinary contributions of individuals and organizations to their communities and was a moving tribute to service, dedication, and heart.

Among the honorees was our very own Volunteer Carol Richards, who received the Senior Volunteer Award. This honor is reserved for volunteers over the age of 65 who demonstrate exceptional commitment. Carol was nominated for her tireless work providing bereavement support phone calls to the loved ones of hospice patients served by the Elliot VNA.

Since the launch of our volunteer bereavement call program in December 2023, Carol has reached approximately 800 caregivers to offer comfort, empathy, and a listening ear during some of life's most difficult moments. Her compassionate outreach has not only touched hundreds of lives but also played a vital role in helping the Elliot VNA achieve its designation as a 5-star hospice agency.

Carol's recognition last night was a proud moment for all of us. Her dedication represents the spirit of volunteerism and reminds us of the profound impact one person can have. We are deeply grateful for her service and thrilled to see her honored among New Hampshire's finest volunteers.





## Celebrating a Successful Inaugural Evergreens for Elliot

A heartfelt thank you to everyone who helped make this year's inaugural Evergreens for Elliot event such a success. Your dedication and generosity strengthen the Elliot VNA's ability to provide exceptional hospice care to families across our region.

The Elliot VNA was pleased to host the inaugural Evergreens for Elliot in early December 2025. This special fundraiser and celebration raised more than \$17,945 in support of the 5 Star hospice care delivered by our devoted team. We are grateful to our event sponsors and to all who donated trees, wreaths, and their valuable time. This wonderful first year sets a strong foundation as we look to grow the event in the years ahead.

Thank you for standing with the Elliot VNA Hospice program and for helping us bring light, comfort, and hope to those who need it most. Your commitment makes a meaningful difference every day.



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Evergreens for Elliot  
raised more than **\$17,945**

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# A Family's Gratitude: The Heart of Hospice Care

**This message from a patient's loved one captures the comfort, guidance, and dignity that hospice care can bring during life's most difficult moments.**

"I want to thank you for all the care, wisdom, and comfort you brought to mom and us in the last few months of her life.

From your first visit with my mom, I felt like she was in good hands. You explained what Hospice is all about for my mom and the family along with helpful literature and her hospital bed was in her room the very next day! Her medication was individualized to fit her needs perfectly (i.e. no more calling out) and her fears were decreased. We became even more comfortable physically and emotionally. The team you rounded up from speech pathologist to pastor to social worker, not only competent professionally but dedicated to their mission, just as you were and are. I, in particular, appreciated your spirituality.

Thank you from the bottom of our hearts. We pray God's blessings and guidance be with you always."



## Inspired by this family's story?

Your support helps ensure every patient receives the same comfort, dignity, and compassionate care. Give today by scanning the QR code or by visiting our website at [ElliotVNA.org/Give-A-Gift](https://ElliotVNA.org/Give-A-Gift).

## Myths and Facts About Hospice Care

The National Institute on Aging (NIA) offers helpful information to dispel common misunderstandings about hospice care. One common myth is that hospice is only for people with a terminal illness; in fact, hospice serves individuals with a wide range of life limiting conditions, including cancer, HIV/AIDS, and other chronic diseases.

Another misconception is that hospice care is only for the elderly, when in reality patients of all ages—including children—can receive hospice services. Some believe choosing hospice means giving up on life, but hospice is actually a family centered approach that focuses on comfort, dignity, and emotional support for both patients and their loved ones.

Finally, hospice is often misunderstood as care only for the final moments of life, when its true purpose is to help patients live their remaining days as fully and comfortably as possible while supporting caregivers along the way. These facts help clarify the vital role hospice plays for individuals and families facing serious illness.

For more information, visit the National Institute on Aging at [www.nia.nih.gov](http://www.nia.nih.gov).

# The Elliot VNA 2025 Year of Care



**\$508,660\***

Community Benefit



**5,664**

Patients Served



**47,426**

Home Health Visits



**21,236**

Hospice Visits



**1,494**

Maternal Child Health Visits



**2,425**

Volunteer Hours



**82**

Foot Clinics



**502,747**

Clinician Miles  
Traveled



**535**

Bereavement  
Support Hours



**65**

Funeral Services Provided



**110**

Guests at Memorial Services

## Telehealth and Virtual Visit Program

The Elliot VNA's Telehealth and Virtual Visit Program helps patients stay connected, informed, and supported—right from home. Each day, our registered nurses (RNs) monitor patients remotely, providing guidance and coordinating with our multidisciplinary care teams to ensure prompt, personalized support.

We provide easy-to-use equipment that tracks blood pressure, oxygen level, and weight in real time, helping us to detect changes early and prevent complications. Patients within this program experience hospital readmission rates **below** the national average—proof that technology combined with a skilled nurse's oversight, keeps patients healthier and at home longer.

Between in-person visits, patients receive virtual video check-ins with an RN for added reassurance and timely answers to questions.

Whether living with a chronic condition or recovering from an illness, our Telehealth and Virtual Visit Program provides our patients with an extra layer of care and reassurance—and it is included at no extra cost to patients receiving home health services.

At the Elliot VNA, we're finding innovative ways to make health care at home more connected, proactive, and effective than ever before.



## The Elliot VNA to Sponsor Monthly Bingo at Cashin Senior Center

The Elliot VNA is excited to announce its new role as a sponsor and participant in monthly bingo at the Cashin Senior Center in Manchester, NH. Beginning on Wednesday, April 22, the Elliot VNA will attend and sponsor bingo on the fourth Wednesday of every month, supporting one of the city's most active hubs for senior activities and services.



Members of the Elliot VNA Development team, Ashley and Christina, are especially looking forward to being on site—calling bingo, meeting community members, and spending meaningful time with local seniors. This partnership reflects the Elliot VNA's ongoing commitment to community engagement, connection, and support for older adults.

The Cashin Senior Center plays a vital role in Manchester by offering programs and services that promote socialization, wellness, and independence for seniors. By sponsoring bingo, the Elliot VNA is proud to help strengthen these efforts while building lasting relationships within the community.



## Collaborative Care Program

There's a moment we see often in healthcare when a patient or family feels caught in between. Unsure of what comes next. They are trying to manage symptoms, appointments, and emotions all at once. What happens when the plan isn't clear? Who helps make sense of it all?

In these moments, our Collaborative Care program steps in to provide a soft landing. It's not only about medical support. It's a way to gently bridge the gap between ongoing treatment and the possibility of hospice, without pressure or urgency. A trusted clinician shows up, listens, and brings clarity to what can feel overwhelming. Our nurses meet patients where they are, helping them feel more comfortable, more in control, and less alone in their journey.

Before meeting our team, one patient described feeling so overwhelmed that even simple decisions felt impossible. Through regular clinical visits, clear guidance, and compassionate support, things began to shift. Pain was better managed. Worries were eased. And moments of joy started to return like getting out to breakfast with his wife for the first time in over a year. That's the heart of collaborative care, not just improving health outcomes, but restoring quality of life in meaningful, human ways.

# Clinician Spotlight: Cathy Hall, MS ,PT

Please join us in celebrating Cathy Hall and her extraordinary commitment to the Elliot VNA, our patients, and the communities we serve.

Cathy's physical therapy career began in 1996, after graduating from the University of the Pacific with a Master of Science in Physical Therapy. Over the years, she has gained experience in a wide range of settings, including acute care, long-term care, inpatient rehabilitation, outpatient therapy, early intervention, and schools. Each of these experiences has helped to shape the skilled, flexible, and compassionate clinician she is today.

Cathy discovered her love for home care in 2000 and quickly found that the variety of her prior experiences made her especially well-suited for the unique demands of home health. After several years in the field, she stepped away briefly to better fit her family's schedule, but her passion for home care ultimately brought her back to the Elliot VNA in 2016. Since then, she has continued to make a meaningful difference through patient-centered care, individualized therapy plans, and a deep commitment to helping patients achieve the best possible outcomes.

Her dedication shines through in the many kind comments she has received from patients and colleagues alike. One patient shared, "Appreciate her support very much. My husband is not an easy patient, but Cathy was wonderful and handled him like a pro. She got the walker that he needed ASAP along with a change in pain meds too. She even called last night to make sure he received everything he needed." Another colleague added, "Cathy is knowledgeable, professional, and a caring physical therapist. She is a team player and always works to make sure the patient's needs are met. She is always willing to stop and answer questions for both patients and staff as well as helping out when patient/staff needs arise. We are lucky to have her!"

Cathy's care, professionalism, and willingness to go above and beyond have made a lasting difference in the lives of the patients she serves. As a home health physical therapist, she brings compassion, clinical skill, and a true dedication to helping each patient reach their best possible outcome. She has also been a trusted mentor to students and trainees, generously sharing her knowledge and supporting newly hired clinicians with training and encouragement. Her informal leadership, loyalty, and steady presence have strengthened the team and helped the agency continue to provide exceptional care to our patients.

For all of these reasons, Cathy was selected as the Elliot VNA Employee of the Month for January 2026. She is an exceptional clinician whose dedication, compassion, and expertise elevate the entire team. The Elliot VNA is deeply grateful for all she does and incredibly proud to celebrate the positive impact she makes every single day.

