

Healthy Together

NORTHERN COUNTIES HEALTH CARE COMPASSIONATE CARE IN OUR HOME OR YOURS

50 Years of Caring

For 50 years, Northern Counties Health Care has been dedicated to improving the health and well-being of the people and communities of Vermont's Northeast Kingdom. Founded in 1976 as Vermont's first Federally Qualified Health Center, NCHC was built on a simple belief: everyone deserves access to compassionate, high-quality healthcare close to home.

What began with a vision to improve access to healthcare in one of Vermont's most rural regions — and a staff of just two employees — has grown into a comprehensive healthcare system providing primary care, dental care, behavioral health, home health, hospice, walk-in care, and a wide range of care coordination and patient support services throughout the Northeast Kingdom.

Over the past five decades, we have remained committed to listening to our patients and the communities we serve. Their needs have shaped our growth, guided the services we provide, and in-



spired us to continually expand access, embrace innovation, and deliver care in new and meaningful ways.

Today, Northern Counties Health Care proudly serves approximately 40% of the residents of the Northeast Kingdom, providing care to thousands of individuals and families each year. As we celebrate this milestone, we remain committed to ensuring that everyone has access to the care they need, regardless of their ability to pay, while continuing to build a healthier future for our communities.

Above right: Dr. Tim Tanner in his early days at Danville Health Center.

Below, left to right: Then and now, Island Pond Health Center and Orleans Dental Center.



A Personal Reflection on NCHC's Beginnings



David Reynolds
Founding
Executive
Director

When I came to the Northeast Kingdom in the early 1970s, it was one of Vermont's most medically underserved regions. Outside of St. Johnsbury and Newport, many communities had lost their local physicians to retirement or death, with no one to replace them.

As part of a two-person office tasked with improving health care in the region, I discovered the Community Health Center model—fed-

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See inside for...

PATIENT STORIES

A MESSAGE FROM OUR CEO

OUR VISION FOR THE NEXT 50 YEARS

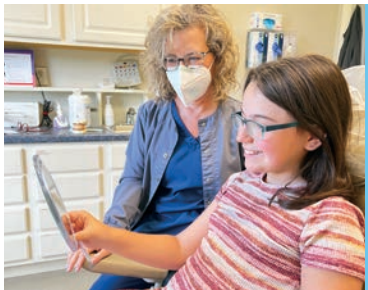


Northern Counties
HEALTH CARE

Caring for the Kingdom Since 1976

Growing with the Northeast Kingdom Since 1976

From Humble Beginnings to a Trusted Community Partner



- **1976 Northern Counties Health Care** is founded as Vermont's first Community Health Center, providing high-quality, compassionate healthcare throughout the Northeast Kingdom
- **1977 Greensboro Health Center** (which was to become the Hardwick Area Health Center) and **Island Pond Health Center** open
- **1979 Danville Health Center** became NCHC's third health care center.
- **1980 Concord Health Center** opens, expanding access to healthcare to southern Essex County.
- **1988** Northern Counties Health Care welcomes **Caledonia Home Health Care & Hospice**, adding home health, hospice, and palliative care services.
- **2001 Northern Counties Dental Center** in Hardwick opens, expanding dental access
- **2003 St. Johnsbury Family Health Center** (now known as St. Johnsbury Community Health Center) joined Northern Counties Health Care.
- **2007 Northern Counties Health Care** is recognized as Vermont's first Patient Centered Medical Home (PCMH).
- **2017 Orleans Dental Center** opens
- **2020 Northern Express Care** opens in St. Johnsbury, providing convenient walk-in care for the community.
- **2022 Northern Express Care** opens in Newport
- **2026 Northern Counties Health Care** celebrates its 50th Anniversary. Today, NCHC proudly serves approximately 40% of the residents of Vermont's Northeast Kingdom



DAVID REYNOLD'S PERSONAL REFLECTIONS...
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erally funded practices providing care to everyone, regardless of ability to pay, and guided by community members themselves.

Residents in Hardwick and Island Pond embraced this vision. Thanks to their leadership and commitment, Northern Counties Health Care received Vermont's first Community Health Center funding in 1976.

In just one year, volunteers and staff secured facilities, hired four physicians, equipped two medical practices, achieved Medicare and Medicaid certification, and opened a dental practice in Island Pond—one of the first community health centers in the nation to offer dental care.

Those first two health centers laid the foundation for everything that followed. Over the past 50 years, NCHC has continued to grow, expanding services and reaching more communities while staying true to the vision that inspired its beginnings.

As its founding Executive Director for 30 years, I am proud of what NCHC became—and I know the work is not done. As long as health care needs exist, NCHC will continue to respond, guided by the same commitment to community-centered care that shaped its first days. Here's to another 50 years of caring for the Kingdom!

Caledonia Home Health Care & Hospice: A Legacy of Care at Home

For nearly six decades, Caledonia Home Health Care & Hospice (CHHC) has been providing compassionate, high-quality care to individuals and families throughout Caledonia County and southern Essex County. As Northern Counties Health Care's certified Home Care and Hospice division, CHHC delivers a comprehensive range of home-based services, including Home Care, Hospice, and Long-Term Care.

Through its Maternal & Child Health Program, CHHC's reach extends across all of Caledonia, Essex, and Orleans counties, supporting families throughout the Northeast Kingdom. No matter the service, CHHC is committed to helping patients receive the care they need in the comfort, dignity, and familiarity of the place they call home.

Our team serves patients throughout the region with a strong focus on clinical excellence, personalized care, and meaningful community connection.



Left: Marching for Home Health, 1991

Hospice Highlight

Families turn to our hospice team for compassionate care during life's most meaningful and vulnerable moments.

Hospice is about more than medical care — it is about comfort, dignity, and ensuring patients can live each day with as much peace and quality of life as possible. Just as importantly, we provide guidance, emotional support, and practical resources for family members and caregivers navigating this journey alongside their loved one.

Our interdisciplinary team — including nurses, hospice aides, social workers, chaplain care, volunteers, and providers — walks beside patients and families every step of the way, offering expert care and compassionate support when it matters most.



CHHC provides a wide range of in-home services.

These services support health, independence, and quality of life, including:

- Skilled Nursing
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Medical Social Work
- Licensed Nursing Assistant Services
- Personal Care Services
- Telehealth Monitoring
- Chaplaincy
- Medical Providers
- Care Coordination

Our team works closely with patients, families, and providers to deliver care tailored to each individuals' needs.



Five Star Patient Satisfaction

CHHC's commitment to excellence was recently recognized with a 5-Star Patient Experience Rating from the Centers for Medicare & Medicaid Services (CMS) — the highest rating possible in patient experience. Based on direct feedback from patients and families, this distinction reflects the compassion, responsiveness, and quality of care our team delivers every day.

More than a rating, this recognition represents the trust our community places in us and the meaningful impact our staff has in the lives of those we serve. We are proud to provide care with compassion, excellence, and heart.

COMMUNITY STORIES

Every day, Northern Counties Health Care team members have the privilege of walking alongside patients through some of life's greatest challenges and milestones. While every journey is unique, each reflects the impact that compassionate, community-centered care can have on individuals and families throughout the Northeast Kingdom.

Finding Support Through Grief

After the unexpected loss of her son, a woman in her 70s was referred for counseling support. Through a trusting relationship developed with one of NCHC's Peer Support Workers, she found a safe space to share her emotions and process her grief. Struggling with uncertainty and feelings of guilt, she received reassurance that grief has no timeline and that healing looks different for everyone.

With ongoing support and encouragement, she took an important step toward healing by visiting her son's home to say goodbye. The experience brought a sense of peace and closure she had been seeking. Today, she continues her journey one day at a time, supported by a care team that meets her with empathy, patience, and understanding.

Achieving Health Goals

After being diagnosed with Type 2 diabetes, one patient partnered with NCHC's Care Coordination Team to take control of their health. Through healthier eating, increased physical activity, medication support, and ongoing guidance from their care team, they reduced their A1C from 7.3% to 5.4%, lost nearly 55 pounds, and made significant progress toward quitting smoking.

Their journey demonstrates how personalized care, education, and support can empower patients to make lasting lifestyle changes and achieve meaningful improvements in their overall health and well-being.

Connecting Families to Care

When a family relocating to Vermont needed help navigating healthcare coverage, NCHC's Vermont Health Connect Assister stepped in. Within days, the family was enrolled in Medicaid coverage and connected with additional resources, including 3SquaresVT and WIC. By helping families access healthcare and essential supports, NCHC ensures that community members can focus on building healthy, stable lives in their new home.

Whether providing clinical care, emotional support, or connections to community resources, NCHC remains committed to helping individuals and families thrive — continuing a tradition of care that has strengthened the Northeast Kingdom for 50 years.



NCHC SERVES APPROXIMATELY
40%
OF THE RESIDENTS OF
THE NORTHEAST KINGDOM

297 DEDICATED NCHC
TEAM MEMBERS

27,000 UNIQUE
PATIENTS

79,000
MEDICAL, DENTAL, AND
EXPRESS CARE VISITS



COMMUNITY IMPACT

For 50 years, Northern Counties Health Care (NCHC) has provided compassionate, high-quality care close to home for people throughout the Northeast Kingdom.

Founded on the belief that everyone deserves access to healthcare, NCHC remains committed to serving everyone—regardless of insurance status, income, age, or circumstance.

Our integrated care model supports the whole person through:

- Primary care
- Dental care
- Behavioral health services
- Care coordination
- Community health and peer support

Beyond the exam room, we help patients:

- Manage chronic conditions.
- Access behavioral health and recovery services.
- Connect with food, transportation, and other community resources.
- Navigate insurance and healthcare services.



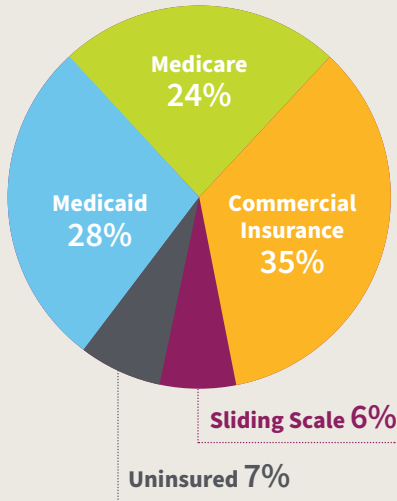
In 2025, Caledonia Home Health Care and Hospice...

SERVED	MADE	DROVE	AVOIDED	DELIVERED
1,258	31,931	419,192	8,540	29,590
PATIENTS	HOME VISITS	MILES	NURSING HOME DAYS	HOURS OF HOME CARE

As our communities have grown and changed, so has NCHC. We've expanded services and invested in innovative programs that improve health and strengthen the communities we serve.

As we celebrate this milestone, we are grateful for the trust our patients and communities have placed in us. Together, we've built a healthier Northeast Kingdom—and with your continued support, we'll continue providing compassionate, accessible care for generations to come.

Our Payers by Patients



“Even when my primary provider wasn't available, I received the same high-quality care. The provider took the time to explain what was causing my pain and developed a plan that helped me move forward with confidence. I felt informed, supported, and reassured by the entire health care team. — NCHC Patient”



Building the Future of Care in the Northeast Kingdom



Telehealth Nurse Colby Herrick helps erase geographic barriers to getting the care you need.

We envision a future where care is increasingly integrated, preventive, coordinated, and personalized — connecting primary care, home health, behavioral health, dental services, and community resources to support the whole person.

As Northern Counties Health Care celebrates 50 years of service, we are also looking ahead to the next 50 years — and imagining what healthcare must become to meet the needs of future generations in the Northeast Kingdom.

The future of healthcare in the Northeast Kingdom presents both challenges and opportunities. As our population ages and chronic health conditions become more common, rural communities continue to face barriers to accessing care. At the same time, advances in technology, innovative care models, and strong community partnerships are creating new ways to improve health outcomes and quality of life.

NCHC is committed to expanding access to care by bringing services closer to home and making it easier for patients

to connect with providers. Telehealth, remote monitoring, and other digital tools will help bridge distance and ensure that geography is never a barrier to receiving quality care.

The future also depends on people. Through partnerships with schools, colleges, and training programs, we are creating pathways that inspire local students to pursue meaningful healthcare careers right here in the Northeast Kingdom.

By strengthening partnerships across healthcare, education, housing, business, and social services, we can build healthier communities and a stronger Northeast Kingdom. Together, we are not only honoring 50 years of service — we are building the future of care for generations to come.

A Message from Our CEO

Fifty years ago, Northern Counties Health Care was founded on a simple belief: everyone deserves access to high-quality, compassionate healthcare close to home. That belief continues to guide us today.

As we celebrate our 50th anniversary, I want to thank the communities of the Northeast Kingdom for placing your trust in us. I also want to recognize our remarkable staff, whose compassion, professionalism, and dedication have defined who we are for five decades. Together, they have been

Caring for the Kingdom Since 1976, making a difference in the lives of thousands of patients and families throughout our communities.

As the healthcare needs of our region continue to evolve, so will we. We remain committed to expanding access to care, embracing innovation, and ensuring that everyone receives the care they need, regardless of their ability to pay.

Thank you for allowing us to be part of your lives. We look forward to serving the Northeast Kingdom for another 50 years and beyond.

Chris Towne, Chief Executive Officer



Here's how you can help!

For 50 years, Northern Counties Health Care has been here for our communities. As we look to the future, there are many ways you can help ensure we continue providing compassionate, high-quality healthcare throughout the Northeast Kingdom.

Growing the Next Generation of Care



Looking for a great career? Explore opportunities at: nchcvt.org/careers

At Northern Counties Health Care, investing in people is essential to building the future of healthcare in the Northeast Kingdom. Through partnerships with schools and training programs, we support employees as they pursue education, develop new skills, and advance their careers.

Natalie Geoffroy, left, is one example of this commitment. While working at NCHC, Natalie completed the Medical Assistant program through Community College of Vermont, continuing to grow professionally with support and mentorship from her colleagues. Her journey reflects the opportunities available to individuals who are passionate about making a difference in their communities through healthcare.

Whether starting a career in healthcare or seeking opportunities for professional growth, NCHC is committed to helping team members build meaningful, rewarding careers while improving the health and well-being of the communities we serve.

If you're looking for work with purpose and impact, consider joining our team as we build the next 50 years of care together.

Volunteer.

Hospice volunteers provide companionship, comfort, and support to patients and families during one of life's most meaningful journeys.



Give.

As a nonprofit organization, your financial support helps us invest in new programs, expand services, and ensure everyone can receive the care they need — regardless of their ability to pay.



Play.

Enter our Side-by-Side Raffle for your chance to win while supporting healthcare close to home.

The winner will be drawn September 23, 2026.

Tickets are \$50 — which includes admission to the drawing party.



Serve.

Consider joining our Board of Directors and help shape the future of healthcare in our region.



Learn More.

To learn more about volunteering, serving on our Board of Directors, making a donation, or purchasing raffle tickets:

Call: 802-748-9405

Email: info@nchcvt.org

Visit: www.nchcvt.org/support



Scan the QR code to learn more or make a donation.

Enter NCHC's Side-by-Side Raffle!

**TICKETS
JUST \$50!**
Winner drawn
Sept 23, 2026



Scan the QR above for your chance to win— while supporting health care close to home!

**OR WIN
\$10,000
CASH!**

Northern Counties
HEALTH CARE
Caring for the Kingdom Since 1976
165 SHERMAN DRIVE, ST. JOHNSBURY, VT 05819

NCHC Serves...

-  **Caledonia Home Health Care & Hospice**
161 Sherman Drive, St. Johnsbury
802.748.8116
-  **Concord Health Center**
201 East Main Street, 802.695.2512
-  **Danville Health Center**
26 Cedar Lane, 802.684.2275
-  **Hardwick Area Health Center**
4 Slapp Hill, 802.472.3300
-  **Island Pond Health & Dental Center**
82 Maple Street, 802.723.4300
-  **Northern Counties Dental Center**
151 North Main Street, Hardwick
802.754.6973
-  **Northern Express Care St. Johnsbury**
457 Railroad Street, 802.633.6351
-  **Northern Express Care Newport**
137 Main Street, 802.995.2412
-  **Orleans Dental Center**
11 Union Street, 802.754.6973
-  **St. Johnsbury Community Health Center**
185 Sherman Drive, 802.748.5041
- Administration Building**
165 Sherman Drive, St. Johnsbury
802.748.9405

-  **Primary Care**
-  **Behavioral Health**
-  **Dental**
-  **Home Health**
-  **Walk-In Primary Care**

